City of
Stoke-on-Trent

TENANT AND LEASEHOLDER ANNUAL REPORT 2025/26



As Deputy Lord Mayor of Stoke-on-Trent and last year's portfolio holder for housing and planning, improvement and governance, I am pleased to present the Annual Report for Tenants and Leaseholders for 2025/2026.

Over the last 12 months, we have continued to make progress and build on our successes from the previous year as we continue to take huge steps to ensure every person in Stoke-on-Trent can live healthily and happily in a decent home. We are committed to giving residents a wide range of high quality and affordable homes and are taking the necessary steps to achieve this.

We are progressing further with plans to provide more housing for our residents through our Draft Local Plan, which will guide how housing in the city will grow and develop sustainably up to 2040. It sets out the locations of future developments and provides long term policies that support housing. Feedback from residents has been key to forming and taking forward these proposals and with consultation events continuing to be held throughout 2026, I am confident that the final plan due to be submitted later this year will be a positive step towards ensuring the city's continued growth and that new homes and infrastructure are fully supported.

We have also had the greenlight for funding to build new, affordable homes at locations such as the former Brookhouse Green Primary School, Pyenest Street and the former Lily Gertrude Court site. These ongoing developments ensure we are moving in the right direction to create more opportunities for residents and further improve our housing stock.

I am pleased to say that there has been an overall decrease in the number of complaints received from the last financial year and that 92.9% of Stage 1 complaints were responded to within the stated timescale – this is a huge increase from 67.7% the previous financial year. This shows that we have made significant progress in an area where improvement was needed and that we are implementing learning into our processes to ensure everybody that uses our services are treated fairly and promptly.



Aside from this, we also continued to mark our centenary celebrations of 2025 by looking back at the last 100 years of social housing in Stoke-on-Trent through the creation of a special film in partnership with Brighter Futures, EPIC Housing and Honeycomb Group. Launched at a screening event at the Potteries Museum and Art Gallery in November 2025, the film showcased the history of social housing in the city by blending archive footage, using personal stories from residents who have benefitted from social housing and the conversations about the future. Social housing provides a stable and affordable home for many people, and this film was a tribute to this and to the progress and resilience of Stoke-on-Trent. Stoke-on-Trent marks 100 years of social housing with powerful commemorative film | Stoke-on-Trent

Over the next 12 months and beyond, we will continue to deliver on increasing our housing stock and ensuring all tenants and residents are listened to, whether it is through raising concerns or giving feedback – we listen and we take action. I would like to acknowledge and thank our tenants that give their own time to help us make improvements, by providing feedback that helps shape our service. It really makes a huge difference to services that affect the everyday lives of residents and is invaluable.

I have enjoyed my term being the portfolio member for housing and this report outlines work in my final year. Looking forward, I am pleased to introduce the new portfolio member, Councillor Duncan Walker. I look forward to seeing all you'll achieve.

If you would like to get involved, contact our team at Housing.Engagement@stoke.gov.uk.



Councillor Chris Robinson
Deputy Lord Mayor of Stoke-on-Trent



Councillor Duncan Walker
Cabinet Member for Safe and Resilient Communities and Housing

Consumer Standards

Since 1st April 2024, the Regulator of Social Housing has been carrying out inspections of social landlords with more than 1,000 homes to ensure they meet the Consumer Standards. These standards set out the level of service tenants should expect from their landlord. Stoke-on-Trent City Council has been working to meet these requirements and drive continuous improvement.

Consumer Standards | Performance, Rights and Information | Stoke-on-Trent

Involvement groups have played an important role by providing valuable feedback on improvement plans. We are also focusing on learning from complaints and using tenant feedback to improve services. As part of this, we are reviewing our systems to ensure we collect accurate household information, helping us better meet tenants' individual needs.

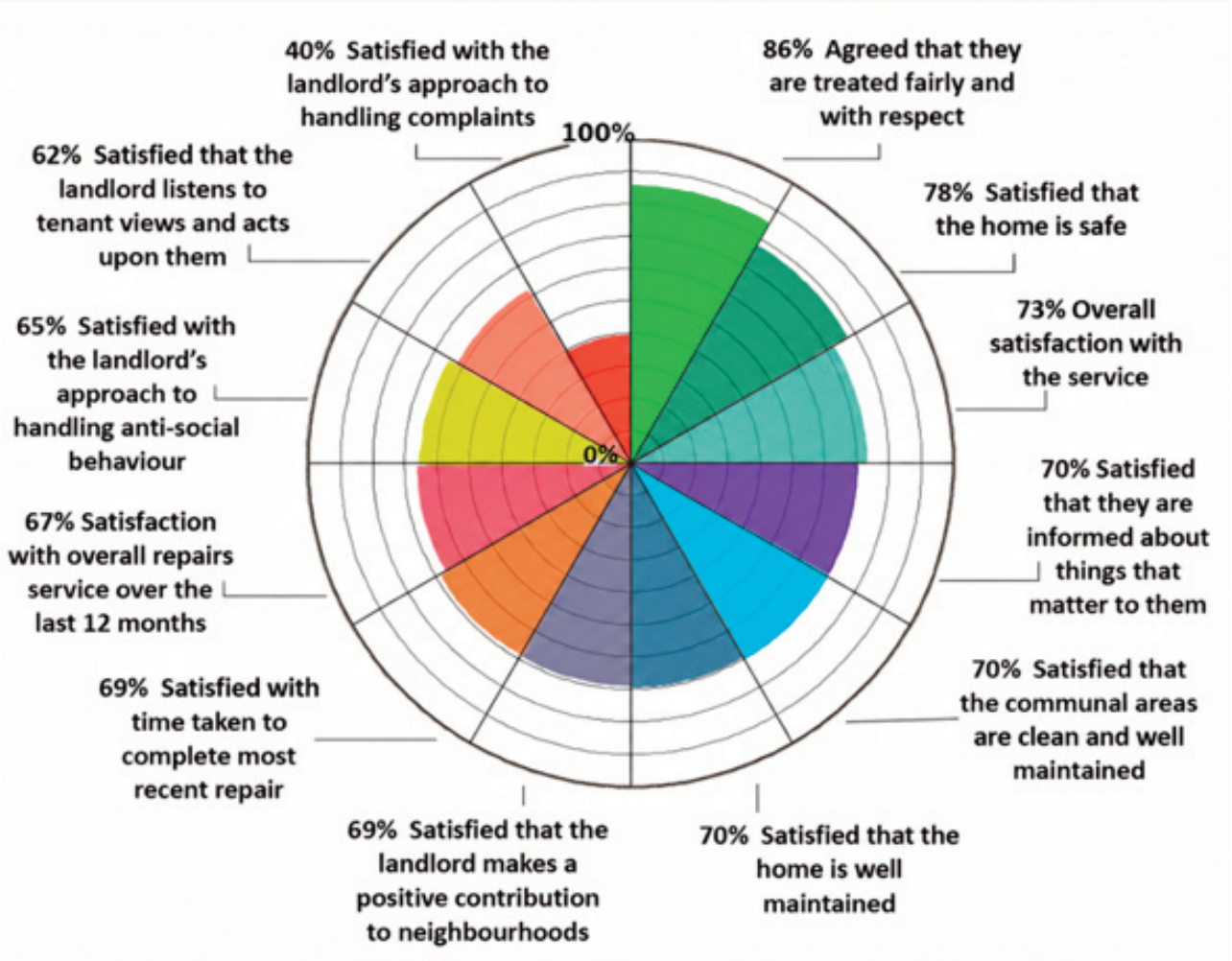
Stoke-on-Trent City Council was notified for inspection in February 2026. The inspection process took place over the Spring and early Summer months that followed. The inspection involved a review of key documents, assessment of information available online, as well as on-site meetings with senior management, involved tenants, the council's Leader and the councillor who is the Portfolio Holder for Housing. At the end of 25/26 this process was on-going, with updates to be found here: Housing service recognised for number of strengths following inspection | Stoke-on-Trent

Tenant Satisfaction Measures (TSM's)

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.

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 25/26. The full results, survey questions and our survey approach are published on our website: 2025-2026 | Stoke-on-Trent



'We are fortunate to be able to represent other tenants, providing insight into council services from a customer's perspective. Whenever we identify failings, we have been able to discuss our findings with relevant council department managers and suggest the improvements needed. Reflecting on the past couple of years, it's always a pleasant surprise to see how much our different groups have achieved, and this shows that we are being listened to and changes are being made, to increase tenant and leaseholder satisfaction citywide. A win-win situation.'

AB, Burslem.



Stoke-on-Trent City Council TSM Results 2025-2026

TSM		Satisfied 2025-2026
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	73.0%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	66.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	68.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	69.6%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	77.9%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	62.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	70.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	85.7%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	39.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	70.3%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	69.0%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	65.2%

Measures		Performance for 2025-26
CH01 (1)	Number of stage one complaints received per 1,000 homes	63.7
CH01 (2)	Number of stage two complaints received per 1,000 homes	12.0
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's complaints Handling Code timescales	92.9%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's complaints Handling Code timescales	89.2%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes	69.8
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.7
RP01	Proportion of homes that do not meet the Decent Homes Standard	3.3%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (Urgent - 5 working days, Damp and mould - 10 working days, Routine – 20 working days, Complex - 90 calendar days)	91.7%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale (24 hours)	90.4%
BS01	Proportion of homes for which all required gas safety checks have been carried out	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	96.4%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%

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.

For example:

- You have the right to a home that meets the government's Decent Homes Standard
- Stoke-on-Trent City Council as a landlord has an obligation to comply with health and safety legislation
- You have the right to a home that is fit for human habitation
- You have the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises
- Disabled tenants have the right to reasonable adjustments

For more information please go to: Tenant Rights | Performance, Rights and Information | Stoke-on-Trent

Transparency, Influence, and Accountability Standard

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

This year, we have continued to work closely with our tenants and leaseholders to improve the services we provide. We currently have 568 involved tenants and 11 leaseholders who generously give their time, experience and feedback to help shape our services and influence key decisions.

Through tenant panels, focus groups, surveys, scrutiny activities and consultation events, residents help us identify priorities, review performance and develop improvement plans. Their views play a vital role in ensuring services meet the needs of our communities.

We value this partnership and remain committed to listening, learning and acting on feedback to deliver better outcomes for all residents.



Effective scrutiny and strong governance are essential to delivering high-quality housing services. Throughout the year, tenants have played an active role in reviewing service performance, examining key areas of delivery, and challenging us to improve outcomes. Through scrutiny panels, feedback groups, surveys and consultations, residents help identify priorities and monitor progress against improvement plans.

Findings and recommendations are reported through our governance framework, ensuring transparency, accountability and oversight. Performance information, tenant feedback and regulatory requirements are regularly reviewed by senior leaders and elected members, helping to drive continuous improvement and ensuring services remain responsive to the needs of tenants and leaseholders.

You Said, We Listened, We Did

You said	We did
You asked for clearer communication when your ASB complaint has been passed on	ASB is now located in Housing Management to encourage more collaborative practice
You said you want to improve complaint handling	We have set up a complaint handling scrutiny group to review standard of responses and you have shared feedback and influenced the training session to be delivered to all housing management and repairs and maintenance service staff.

You said you wanted litter picking equipment to support to tidy estates

These were provided to you and other residents have asked to join you to keep estates clean and tidy

You asked for a bin to be moved to a regular main school walking route to reduce litter

A new bin was placed on the regular route

You asked us to address people leaving their rubbish in the front gardens and on the street

Regular street inspections are conducted across the city and we advertised the Illegal Dumping in our Towns IDIOT campaign and promoted in the newsletter and social media.

You asked for contact details to be able to find the email and number for your housing officers

We have listened and included on our website a "find your housing team" function for the benefit of our tenants to have relevant contact details

You asked to update the Tenant and Leaseholder Engagement Strategy to reflect how engagement has evolved and the menu of choice available

We worked with you to meet throughout the review of the strategy and you made significant changes until you felt this was a true reflection of tenant involvement and engagement. This has now been published.

"Another successful year in our involvement with Stoke-on-Trent city council onwards and upwards for the next year!"

ST, Stoke



Tenant involvement award

Our involved tenants and Tenant Relations Officers attended a Birmingham Members event where we networked with other landlords and shared good practice, heard from the Ministry of Housing, Communities and Local Government and received updates from Stop Social Housing Stigma. South Derbyshire District Council would like to come to a meeting with us to hear more about some of the tenant involvement work we are doing together.

We also nominated our Tenant Voice for an award recognising all the hard work that they do across our city. We are proud to announce the Tenant Voice, for the second-year running were awarded the 'Engagement Heroes' Recognition Award.

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 with other tenants and leaseholders in helping to shape and improve housing services.

Please contact our team by email:
Housing.Engagement@stoke.gov.uk
or by calling: 01782 234234

Add involvement Link - Get involved | Get involved | Stoke-on-Trent

'We have a real voice. We are listened to. Sharing feedback creates better neighbourhoods. Real experiences shape better things for everyone. Caring for where you live turns a house into a home."

HW, Tunstall



Policy and Strategy Reviews

In 2025/26 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 listen to their views on draft policies and strategies before they were approved and adopted, taking account of all resident feedback as those documents were drafted and finalised. All Tenant Voice approved documents now carry the agreed Tenant Voice logo to recognise their involvement.

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

- Housing Customer Engagement Strategy
- Vulnerability and Reasonable Adjustments Policy
- Allocations Policy
- Major Adaptations Policy
- Damp and Mould Policy
- Repairs and Maintenance Policy
- Decants Policy
- Void Management Policy
- Compensation Policy
- Disposals and Acquisitions Policy
- Rechargeable Repairs Policy
- Tenant Charter and Service Standards

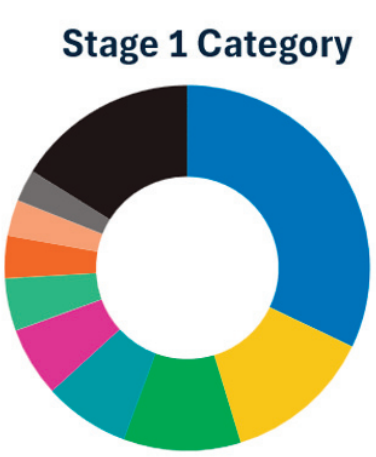
The introduction of new legislative requirements through Awaab's Law in-year meant that our intended 2025/26 review of the council's Tenancy Agreement, Tenancy Strategy and Tenancy Policy had to be pushed back into 2026/27 to focus on time-critical policies around damp and mould, and repairs and maintenance. The reviews will commence in the new financial year to ensure that tenancy obligations are fully transparent and understood. Alongside these reviews, the Tenant Voice will also be supporting the development and review of a Right to Buy Policy and Leaseholder Policy, together with a brand-new Competence and Conduct Policy to ensure that all housing services are delivered by staff who are appropriately qualified and professional.

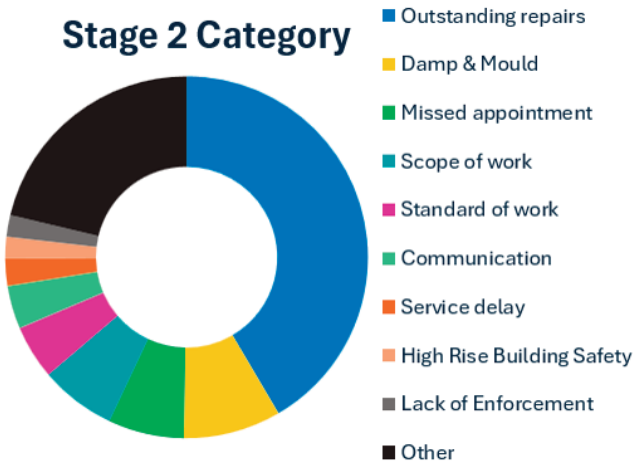
Housing Complaint Performance 2025 - 2026

This year has seen an overall decrease in the number of complaints received, from 1,657 in 2024/25 to 1,404 in 2025/26. (Please note, these figures include complaints which were refused, withdrawn and unable to reach a decision). The proportion of complaints responded to within timescales has positively increased at both stages, with Stage 1 improving from 67.7% to 92.9%, and Stage 2 from 55.2% to 89.2%.

Whilst average response times increased slightly, this is attributed to a greater focus on quality within the service, thorough a robust sign-off process. All Stage 1 complaint responses are signed off by a Head of Service, and all Stage 2 complaint responses are signed off by Directors.

Key themes for complaints include outstanding or delayed repairs, missed appointments, standard of work, alongside issues relating to damp and mould. Communication, and customer experience also remain important factors influencing dissatisfaction and underpin many of the complaint themes.







The below provides information on the outcome of Stage 1 and Stage 2 complaints in 2025-26:

Outcome	Total 25/26
Upheld (fault accepted)	912
Not Upheld	313
Partially Upheld	63
Unable to Reach a Decision	2
Withdrawn	112
Still Open	0
Refused	2
Cancelled/Out of Jurisdiction	0
Total	1404

Some examples of changes that have been made based on learning from complaints received include:

- a new 'appointment and no-access procedure' was introduced to ensure that customers are notified when an appointment is not going to be completed within the scheduled timeframe and that a replacement appointment is scheduled
- the standard at which we re-let properties has been reviewed and the checklist to ensure empty properties meet these standards when they are let has been updated
- Improved quality control of Stage 1 responses to ensure all customer issues are dealt with and responsibility taken

For more information on complaints performance and how we have learnt from complaints received this year, you can view our Housing Complaints and Service Improvement report here: Complain about a housing issue | Complain about a housing issue | Stoke-on-Trent

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 2025 to the end of March 2026 our housing officers have completed 3,190 Tenancy Audit Visits and 762 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. 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. We are also able to provide a wide range of advice and support to our tenants. Housing Officers have made 2,970 referrals, covering areas such as reporting repairs, provision of general support, anti-social behaviour (ASB), garden maintenance, rent-related enquiries, identification of property issues, assistance with tenant improvements, and referrals relating to safeguarding concerns.

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 on a weekly basis. They make sure all relevant information is contained in the secure information box; visually check all external and internal 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 their time in carrying out their own block inspections and who feedback issues found because they want to ensure not only themselves, but all residents and visitors to their blocks are safe. They also work with us to help improve services. We work with colleagues at Staffordshire Fire and Rescue Service to support them when they carry out their Fire Safety Audits. This also helps to ensure that firefighters are familiar with the layout and the facilities of our buildings in case of an emergency situation. These will continue to take place city-wide at our high-rise flat blocks.

Stoke-on-Trent City Council has been given grant funding of £100,000 for use on buildings over 18 metres. This is to identify those tenants who have disabilities or impairments or who may struggle to evacuate in a fire through a conversation with the resident to understand their particular capabilities, both in relation to the building's fire risks and to identify how their fire safety and/or evacuation can be better supported. If tenants have any concerns about their building or around their ability to evacuate, they should contact their Housing Officer, call 01782 234234, or email Housinghealthandsafety@stoke.gov.uk



Awaab's Law came into force last year; consequently 24 decants were undertaken in response to damp and mould cases where tenants were unable to remain in their homes while required remedial works were completed. The Council recognised the need to ensure that tenants were fully supported during the decant process and therefore designated five properties exclusively for this purpose. These properties have been fully decorated, carpeted, and furnished with window dressings to help minimise disruption and reduce stress for tenants during their temporary relocation. More recently, Wi-Fi has been installed in the temporary units to ensure tenants are supported in line with modern living expectations.

All frontline officers are expected to be 'on patch' delivering joined up services on estates. They are also empowered to take ownership and responsibility of all council-based issues on estates. Alongside this, formal performance monitoring was introduced for all front-line staff in August 2025 to ensure that tenants receive the very best consistent service.

Allocations

Our allocations service continues to play a vital role in helping people access safe and suitable housing. Throughout the year, we have worked to allocate homes fairly and efficiently, supporting households in housing need. Monitoring allocation figures helps us understand demand, identify trends and ensure our housing resources are used effectively to meet the needs of local communities.

Waiting list total: 2336

Waiting list including council housing transfers 3369

Number of voids let: 869

Nominations: 210



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. Please see www.homeswapper.co.uk for further information.

Between the 1st April 2025 and the 31st March 2026 there were 90 mutual exchanges involving a council property.

Movement incentive scheme

If you live in a three or four-bedroomed council house and have at least two 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

The scheme is now open to tenants who need adaptations to help support them should they wish to move.

Aids and Adaptations

During 2025–26, 220 aids and adaptations were completed to support residents in living safely and independently in their homes. These included adaptations and equipment tailored to individual needs, helping improve accessibility, mobility and residents' ability to manage day-to-day activities within their homes.

Rent Collection and Arrears

At the end of 2025/26, rent arrears were 2.98% of the annual rent charged, slightly higher than last year's 2.97%. This small increase equates to around £26,000. Despite this, it remains our best year-on-year arrears performance in the last seven years.

Rent collection remained strong at 99.7%, which is particularly positive given the ongoing move from Housing Benefit to Universal Credit. This change means many tenants now receive their housing support directly and pay their rent themselves, rather than payments being made directly to the Council.

Performance exceeded the year-end target of 3% arrears. A successful rent-free week campaign helped reduce arrears by £647,000 in the final week of the year.

There was also a significant improvement in the level of higher-value debt:

The number of tenants owing more than £2,000 reduced by 18% during the year. 93.37% of tenants owed less than £500, compared with 92.77% last year.

Using HouseMark's "true arrears" measure, which accounts for the impact of Universal Credit, arrears stood at 2.04% (£1.66 million) at the end of March. According to the latest HouseMark benchmarking data, this places us within the top-performing quartile of similar local authorities and ALMOs.

Right to buy RTB

The Right to Buy scheme provides council tenants with the opportunity to purchase their home and take a significant step towards home ownership. During the year, we supported 263 applicants through each stage of the process, providing advice and information to help them make informed decisions, with 21 RTB applications cancelled following our involvement. We remain committed to balancing opportunities for home ownership with the need to maintain a supply of quality, affordable homes for residents. In addition, we were directly involved in the buyback of 18 former Right to Buy properties, where the council retains first offer of refusal to buy back properties where leaseholders are seeking to sell.

Income Advice Team

The Income Advice Team achieved a record £2.2 million in additional income for tenants, exceeding their previous best performance by £500,000.

This included:

£83,000 in Attendance Allowance awards.

£5,000 in Disability Living Allowance awards for children.

£270,000 in Personal Independence Payment awards.

These benefits help improve tenants' financial wellbeing and can also increase eligibility for further support. Here is an Income Advice Team compliment from a tenant, who has said we can use this case study regarding the Income Advice Service:

"The Income Advice Officer who supported me was very helpful and went above and beyond. I didn't realise that all these different services were available to support someone financially. She helped me to apply for housing benefit and council tax support which now I don't to worry about as the majority of this is now paid. I now don't have to worry about paying my bills and being able to afford to eat. I received £200 in fuel vouchers and my water bill was reduced considerably. So, it has now taken away all the stress and worries. She went overboard with everything to help me and was always at the end of the phone when I needed her."

Sheltered Housing

Chatterley Court (113 apartments) has now opened, adding to our independent living offer (Wooldridge Court – 27 apartments/3 bungalows, Queen Elizabeth II Court – 55 apartments and Rialto Court – 65 apartments). The new scheme is fully occupied, with residents' support needs being enabled by a newly trained team of Scheme Co-ordinators based on site.



We have established a new schedule of activities across the newer schemes, utilising an activities service charge to fund a diverse range of social, physical, and recreational pursuits designed to enhance well-being and prevent social isolation. These include:

- Knit and natter clubs
- Gardening clubs
- Armchair exercise classes
- Crafting club
- Therapy Dog visits



For all enquires or interest in moving to sheltered housing, please contact our Sheltered Housing Team by phone 01782-235675 or by email Sheltered.HousingTeam@stoke.gov.uk



Safety and Quality Standard

This standard shows how we repair, maintain and make improvements to our tenants' homes.

Stock Condition and Decent Homes

At the end of 2025-26, 89.18% of homes had received a stock condition survey over the last five years. A stock condition survey is a visual inspection of the inside and outside of a property, to assess the condition of building components, e.g. roofs, kitchens, bathrooms, and heating systems. This helps us to plan future maintenance and investment, and ensure homes meet safety standards.

These surveys assess whether a property meets the Decent Homes Standard. At 31st March 2026, 96.7% of properties were found to meet this standard, (therefore 3.3% did not meet the standard). Where a property is non-decent, we implement a resolution, including carrying out work to bring it up to standard.

Responsive Repairs

In total there were 66,690 responsive repairs completed during the year 2025–26.

91.7% of non-emergency responsive repairs were completed within the landlord's target timescales, which include 5 working days for urgent repairs, 10 working days for damp and mould repairs, 20 working days for routine repairs, and 90 calendar days for complex repairs.

For emergency responsive repairs, 90.4% were completed within the landlord's target timescale of 24 hours.

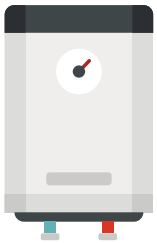


Health and Safety Compliance 25/26

Our health and safety teams within the Repairs and Maintenance Service carry out inspections and tests throughout the year covering a range of safety requirements, such as gas, electrical and fire safety. The below information provides overall compliance data related to each of these programmes.

Compliance Measure	Assets (on programme)	Number of assets not compliant	End March 2025	Trend Analysis	Status
Gas Safety (LGSR)	16,247	0	100%	STABLE	Compliant
Gas Safety (CO Alarm Installation)	16,298	0	100%	STABLE	Compliant
Water Safety (LRA)	1159	42	96.38%	STABLE	Non-Compliant
Asbestos Management	727	0	100%	STABLE	Compliant
Fire Safety (FRA)	1377	0	100%	STABLE	Compliant
Lift Safety (LOLER)* HRA Communal (courts only)	969	0	100%	STABLE	Compliant
Electrical Safety (5-year)**	17045	302	98.23%	STABLE	Non-Compliant

Planned Programmed Works Completed 2025 – 2026



Central Heating
Full System including Boiler - 854 properties
Boiler only
212 properties.



Kitchen Replacements
204 properties



Bathroom Replacements
73 properties



Electrical Installations
23 occupied properties and 40 void properties



External doors Front
251 properties
Rear – 306



Roofing and Soffits, Fascia's and Guttering
315 properties
Cavity Wall Insulation
37 properties
Loft Insultation
326 properties

Repairs and Maintenance Service: Corporate Social Responsibility 2025/26

In 2025/26, the Repairs and Maintenance Service (RMS), together with its suppliers and contractors, generated £4.34 million of social value for Stoke-on-Trent communities. Through its commitment to corporate social responsibility, RMS continued to support local employment, skills development, community projects, environmental sustainability and ethical business practices.

RMS employs 442 staff, with 80% living in Stoke-on-Trent and 95% within Staffordshire, helping to keep jobs and investment within the local area. The service remains committed to workforce development through a range of professional qualifications, apprenticeships and work experience opportunities.

Since its inception, RMS has supported 44 apprentices, with the vast majority remaining in employment with the organisation. During 2025/26, a further four apprentices were recruited and 37 work experience placements were provided for students, care leavers and armed forces veterans.

Supporting employee wellbeing remains a key priority. RMS delivers training and development opportunities, provides access to dedicated wellbeing support, and has a team of nine Mental Health First Aiders. Staff also take part in wellbeing and fundraising activities throughout the year, including charity events, community litter picks and donations to local animal charities.

RMS actively supports local communities through practical improvement projects, volunteering and fundraising. During the year, teams completed a range of projects, including improvements at scout groups, community hubs, City Farm, Spode Rose Garden and Marrow House. Staff also supported local schools through careers fairs and employability initiatives, helping young people develop skills and access future opportunities.

Environmental sustainability is embedded within service delivery. RMS operates energy-efficient vehicle fleets, uses route optimisation to reduce fuel consumption, promotes cycling and electric vehicle schemes for staff, and has adopted a range of waste reduction measures. Between April 2025 and March 2026, 97.14% of operational waste was recycled, with materials such as plasterboard, metals, plastics, timber and construction waste diverted from landfill and reused or recycled wherever possible.

The service is also committed to responsible procurement and maintaining safe, ethical supply chains. All procurement contracts include sustainable procurement requirements and ethical standards, including anti-slavery commitments. Contractors and suppliers are regularly monitored to ensure they meet their social value obligations and contribute positively to the local economy.

RMS continues to make a significant contribution to local people, communities and the environment, while delivering high-quality services and demonstrating strong social responsibility

Disrepair



DISREPAIR CLAIMS - THINK BEFORE YOU SIGN

Had someone knock on your door offering compensation for repairs?
As a Council tenant, you have the right to have repairs carried out within agreed timescales. That's why it's important to report any repair issues to us as soon as possible, so we can inspect the problem and put things right.

If you're unhappy with how a repair has been handled, please tell us. We have a complaint process in place to investigate concerns and help resolve issues.
Don't be pressured into signing up to a claim.

Housing disrepair claims companies often contact tenants by knocking on doors, making phone calls or using social media. They may promise compensation and encourage tenants to sign a so-called "no win, no fee" agreement.
Before you sign, make sure you know the facts:

The agreement is between you and the solicitor, not the Council.
Solicitors' fees and insurance costs can be deducted from any compensation you receive.

Many tenants receive a better outcome by reporting repairs directly to the Council and using our complaints procedure if they're unhappy. Any compensation offered through the Council is not subject to solicitor fee deductions. Our advice

- Report repairs to us as soon as they arise.
- Give us the opportunity to inspect and resolve the issue.
- Use our complaints process if you're unhappy with the service you've received.
- Read any legal agreement carefully before signing.
- Don't feel pressured into signing paperwork on your doorstep.
- Talk to us first

If you have concerns about repairs to your home, contact us before signing up with a claims company. Report a repair.

Neighbourhood and Community Standard

Within this standard is our promise to you to say we will work with other partners and agencies to tackle anti-social behaviour, hate crime and domestic abuse, we will also manage and maintain communal areas and estates.

Our Estate Officers are working to a schedule of street inspections to help keep the council's estates clean, safe and well-maintained. This includes maintaining paths, land, garage sites and communal greens and identifying any defects, damage and neglect, whilst also addressing any environmental concerns, for example graffiti, discarded syringes, fly-tipping, dangerous structures, abandoned/ unauthorized parked vehicles, uneven paths, etc. These street inspections provide 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, and 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 April 2025 to the end of March 2026, 1710 street inspections have been completed. As a result, the Estate Officers have created 5111 actions, of which 4636 have been completed, meaning 90% of cases have been resolved.

The team has picked up 1237 cases related to untidy or not maintained gardens, resulting in the Estate Officers issuing 41 Community Protection Notices of which 7 tenants have been breached leading to enforcement action to resolve the issue. Following our contact with tenants, Estate Officers have completed 1026 garden cases.

The scope of works undertaken by Estate Officers range beyond issues such as untidy gardens and includes dealing with unauthorised tenant improvements, tree-related matters, environmental enforcement, including fly-tipping, litter, drug paraphernalia and hazardous waste, provision of a handyperson service for our vulnerable tenants, and maintenance of housing land across our city. Notices and enforcement action are only pursued in cases of non-compliance. These activities have contributed to a visible improvement across estates, with residents experiencing enhanced living environments. In addition, engaged residents play an active role by volunteering their time to carry out street inspections, providing feedback on identified issues, and working collaboratively with the council to support ongoing service improvement.

Community Lounges

Communities Together is a vision for Stoke-on-Trent that all communities are vibrant and inclusive, where people are aspirational and feel a sense of belonging and pride in their places.

The approach involves a network of over 50 organisations from the public, private and voluntary sector working in partnership with their communities to design and deliver different ways of working which maximise the strengths and community connections of people locally.

The team chat and build relationships with residents while listening for potential issues. This leads to on-the-spot action where the Locality Connectors will help or phone the right service in their Innovation Team and take steps to prevent the problem getting worse or the person reaching crisis.

Community Lounges are based at strategic sites across the city, offering advice and signposting to relevant services including mental health and wellbeing support, employment and training plus combatting loneliness and isolation.
Home page - Communities Together

Neighbourhood Environmental Improvement Scheme - NEIS

Every year, we have a budget of £50,000 to spend on environmental improvement works around the city. The project must 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 community safety, environmental improvements 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

Before



Before: overgrown, broken fencing and attracting fly tipping.



After: cut back, new sustainable fencing, fly tipping cleared.

Before



Before: used as a cut through damaging grass and causing issues for residents knocking on windows.



After: fencing installed to prevent people using as a cut through, damage to grass along with helping residents feel safer in their own homes.



Before: vehicles parking on paved area, fly tipping and blocking access.

After



After: trip rail installed to prevent vehicles pulling on the paved area, reduced fly tipping and still allows access.

Anti-Social Behaviour (ASB)

Everyone has the right to feel safe in their home and neighbourhood. We are committed to tackling anti-social behaviour and working with residents, partners and local agencies to address issues that impact our communities.

Throughout the year, we have investigated reports of ASB, supported victims, and taken appropriate enforcement action where necessary. By working together with tenants and partner organisations, we continue to promote safer, stronger and more inclusive communities.

Total number of ASB cases = 2030

Council related = 1189

Private related = 841

At the end of every ASB case, customers are invited to complete a short feedback survey. In 2025/26, 75% of respondents said they were satisfied with the service they received.

During the year, the ASB Team dealt with 12 hate-related incidents, equivalent to 0.7 cases per 1,000 homes, which is below the average for similar landlords.

The team continued to work closely with Staffordshire Police through Operation Transom to tackle nuisance bikes, one of the most common ASB issues reported by residents. Around 300 reports were received during the year, leading to bike seizures and enforcement action where appropriate. One seized bike was donated to a local college to help students learn mechanical skills.

The ASB Team also uses Rapid Deployable Cameras across the city to monitor problem areas and gather evidence. Working with Staffordshire Police, these cameras have helped tackle anti-social behaviour more effectively and support action against offenders.

5 evictions in 2025/26 linked to ASB.

5 injunctions obtained linked to ASB.

ASB Scrutiny Tenants Group

The ASB Scrutiny Tenants Group continue to meet with members of the ASB team, along with colleagues from Staffordshire Police and the council's 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 the benefits of understanding tenant experiences and views.

An increase in improved links with legal services, dedicated lines from the contact centre, a support service information leaflet, a stand-alone ASB module in our recording systems and a good neighbourhood toolkit are now in place. Mystery shop exercises have been carried out by the group members, to determine if the customer service and actions taken are at the standard that is expected. All findings have been shared with the Operational Team Leader to review and provide feedback, providing an increasing positive response each time.

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. This PSPO and the one that covers Hanley are to be reviewed in 2026, with a robust consultation to take place.

Here is the link - Policies, procedures and strategies directory - Public space protection orders (PSPO) | Stoke-on-Trent



Realignment of ASB Service Delivery

As of 1st February 2026, the ASB service has undergone a realignment. Previously the service operated as a joint team handling cases relating to both council housing related ASB and those relating to the wider community (considered as private cases). 6 officers and their respective line managers have moved back under the broader housing management service to focus on tenancy related ASB, and a separate team manage private related ASB and ASB that impacts on the community.



Customer Quote

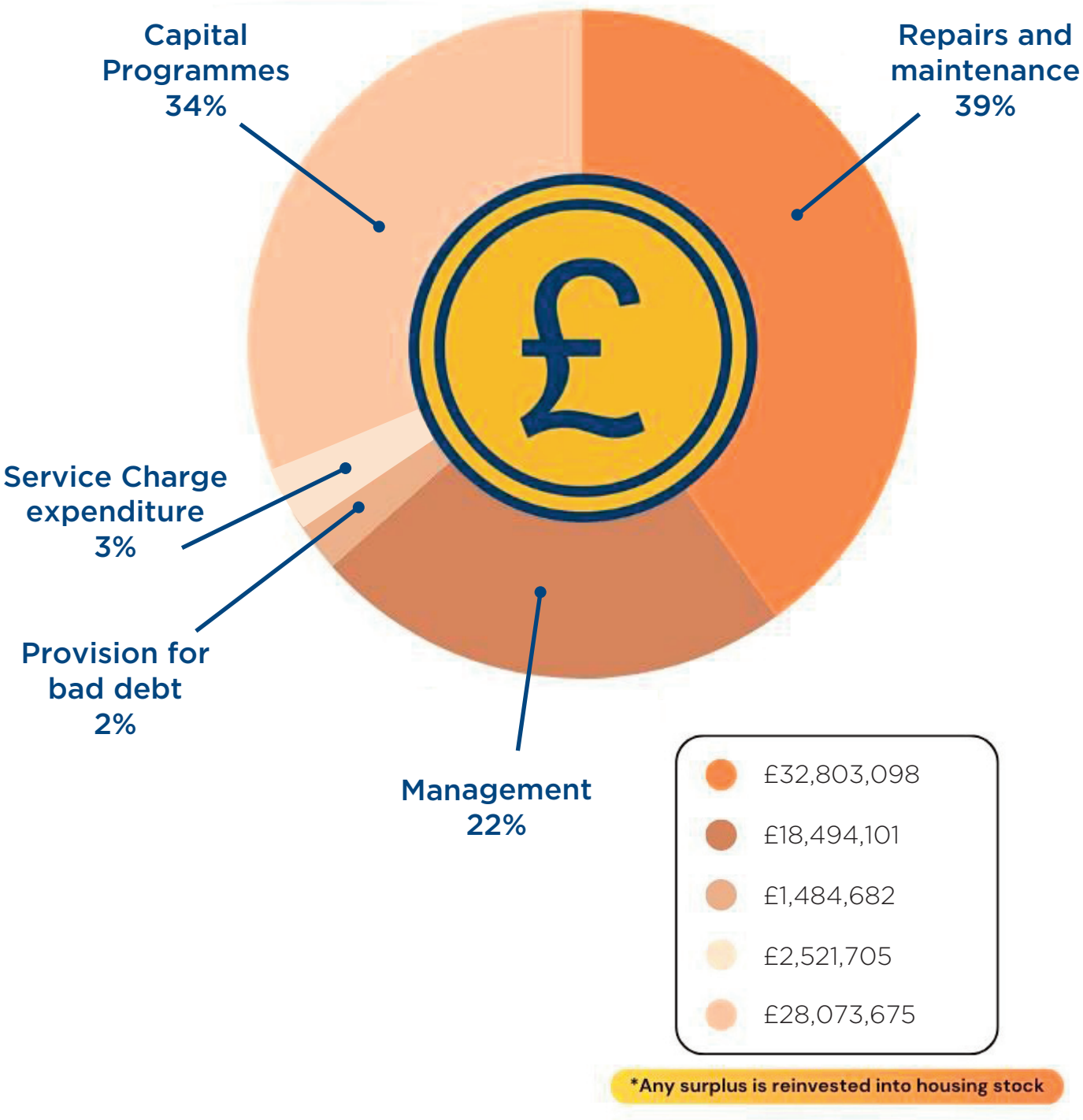
Very Satisfied, my ASB officer is caring, compassionate, knowledgeable, approachable, understanding and down to earth. He has taken the time to listen to me; understand the position I am in and do everything in his power to help me - he is a credit to the council.

Quality Culture and Leadership Standard

Financial Information and your Rent

How we spend your rent

***Total Rental Income £83,377,260**
Total Expenditure £83,377,260



Directors remuneration and management cost matrix

This document is provided by the Regulator of Social Housing to set out information on how directors' remuneration and management costs might be calculated to support consistent reporting between different organisations. This note has been used to calculate the below measures'

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

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

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

Financial year 2025/2026

Measure 1 The remuneration payable to the highest paid Director, relative to the size of the landlord	**£4.62**
Measure 2 The aggregate amount of remuneration paid to Directors, relative to the size of the landlord	**£14.62**
Measure 3 Management Costs, relative to the size of the landlord	**£866.22**
Measure 4 Value for Money - Headline social housing cost per unit calculation (as reported in PRPs statutory accounts)	**£5434.08**

Fraud

Housing tenancy fraud was the biggest area of work for the team, with the 18 cases accounting for £1.67 million. The team also uncovered 21 cases of Right to Buy fraud, saving the council £958,433 in discounts and projected lost rental income.

Housing tenancy fraud can include subletting a council house for profit, providing false information on an application, or failing to use the property as the main home. Council officials calculate the saving to the taxpayer of terminating fraudulent tenancies using the standard notional value of £93,000 per property. This is based on an average four-year fraudulent tenancy and includes the cost of housing genuine applicants and the legal costs of recovering properties.

In addition to the housing-related fraud, there were 47 cases of council tax fraud, most of them involving the single person discount, and three cases of business rates fraud.

Investing in People

At Stoke-on-Trent City Council, an apprenticeship is a fantastic way to acquire valuable skills and experience in a chosen area, developing practical abilities and the knowledge to excel in a role.

Our apprenticeships give the opportunity of new skills, knowledge and professional qualifications for career development. Through a wide mix of learning in the workplace, formal off-the-job training (on-line, in person or a blend of the two) and the opportunity to practice new skills in a real work environment.

We currently have 3 apprentices completing a Housing & Property Management Apprenticeship. A further two officers completing Chartered Manager Degree Apprenticeship and Masters level apprenticeship in management and leadership

Our priorities for 2026/27

- Improve repairs satisfaction
- Reduce complaint response times
- Increase stock condition surveys
- Improve electrical compliance
- Strengthen leaseholder engagement
- Prepare for Awaab's Law requirements

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Please get in touch by email at: housing.engagement@stoke.gov.uk or call 01782 234234 and we will arrange this for you.