



Housing Annual Report 2024/25

WELCOME

Welcome to our 2025 Annual Housing Report for residents.

This annual report covers the 12-months from April 2024 to March 2025, highlighting what we've achieved, where we have faced challenges and our forward plans.

Following our self-referral to the regulator of social housing in September 2023 we have continued to progress a comprehensive action plan of improvements in areas which were identified as not meeting the new required standards.

While we are broadly on track with our improvement plan, to help ensure it is all delivered we have set up an internal staff group, including three independent housing professionals and a tenant representative, to provide check and challenge and make sure we are complying with all the requirements of the Regulator of Social Housing's set of consumer standards. Councillors are also supporting us with this work and monitoring progress through a new Housing Scrutiny Committee, at which councillors provide active scrutiny to obtain assurance that the service is improving.

In addition to the information on the website about the tenant satisfaction survey and performance measures, we will be providing over the coming months more information about the improvements we are making and the progress being achieved against our action plan. Your feedback on whether you are seeing improvements will be especially welcome.

There has been significant progress on the Compliance and Building Safety action plan, with two thirds of the actions being completed. Though there are a few actions still to be completed, we expect these to be completed early next year with a final review by Pennington Choices in March 2026.

This final review will mark the completion of the action plan, and a further update will be provided at that time.

We know that working closely with our residents and gaining your comments and feedback good or bad is the best way for us to find out what matters to you and what changes you would like to see. Over the past year we have increased the opportunities for you to have your say by:

- Taking part in our First Tenants Together Engagement Event at Warwick Racecourse
- Having an input into our choice into our new repairs contract due for renewal next year
- Completing our quarterly perception surveys introduced earlier this year

This is in addition to the annual Tenants Satisfaction Measures Survey, the results of which are under review.

The last financial year also saw an increase in the face-to-face support available to residents who need this which has included regular housing surgeries and customer service centre located at the Royal Pump Rooms.

Despite the budgetary challenges faced by Councils across the country our plans to increase the availability of Council homes in our area and improve the energy efficiency of our existing stock continues.

The Council's new Decarbonisation and Energy Efficiency Framework launched earlier this year sets out how we will improve the energy efficiency of our lowest performing buildings. Our ambition is to work with you to bring these homes up to a minimum of EPC 'C' by 2030, decreasing your energy bills and improving comfort during the cold winter months.



Darren Knight
(Deputy Chief Executive)



Councillor Jessica Melrose
(Acting Portfolio Holder for Housing,
Portfolio Holder for People and
Organisational Development)

AT A GLANCE

At the end of 2024/25 our housing stock was **5,737** homes across Warwick District.

General Needs Properties



626

1 Bedroom



1,607

2 Bedroom



1,952

3 Bedroom



98

4/5 Bedroom

Age Designated Stock



1,016

1 Bedroom



438

2 Bedroom

187 of our age designated units are located within the Council's sheltered housing schemes

5,437

Number of Homes
We Rent Out
on 31 March 2024

657

Total Number
of Leasehold Properties
on 31 March 2024

62

Total Number of Shared
Ownership Properties
on 31 March 2024

This year, we added **114** affordable homes for social rent, affordable rent, and shared ownership.

During the year **440** Council properties were allocated through the HomeChoice scheme and a total of **335** through other landlords.

1,776

Number of applications received to join the HomeChoice register.

29,686

Total number of bids received for HomeChoice properties during the year

1,664

Total number of households on HomeChoice register

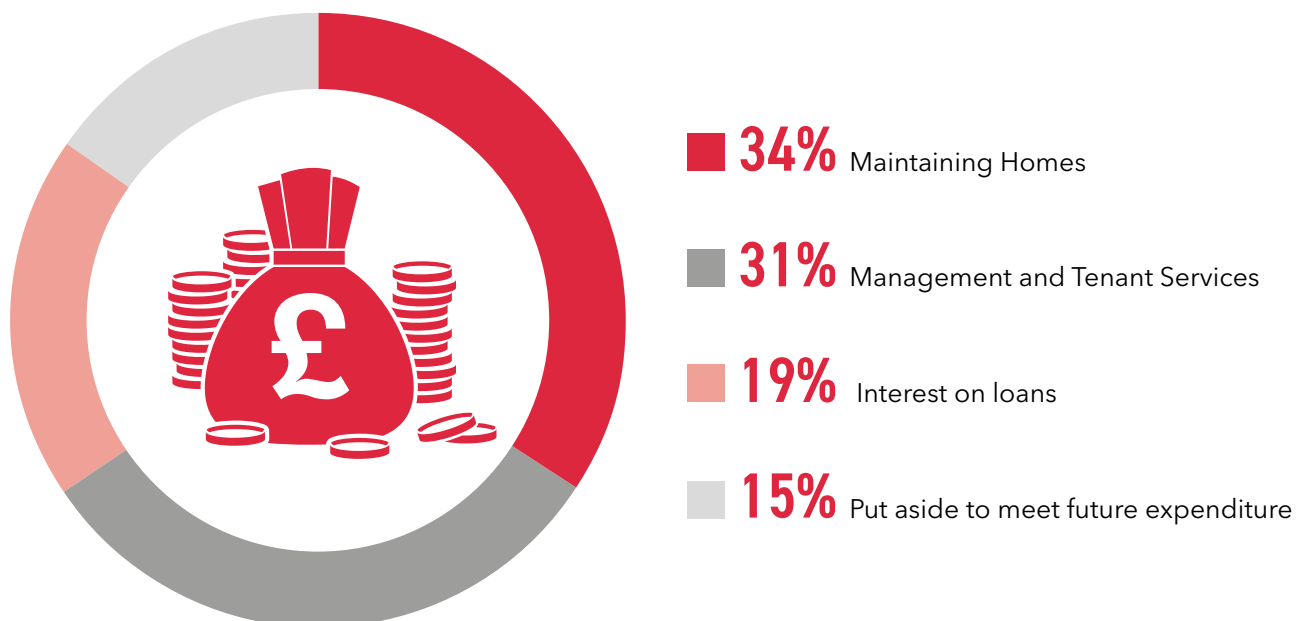
INCOME AND EXPENDITURE

During 2024/25 we collected £35,189,337.16 in rent and service charges which was allocated to our Housing Revenue Account.

Income breakdown

	Amount of Housing Rent Collected	£32,844,217.62
	Management and Tenant Services	£10,792,004.60
	Grants received	£17,773.00
	Service Charges	£569,484.48
	Amount of Garage Rent Collected	£735,134.90
	Utility Charges	£266,020.57

How we spend each £1 of rent



KEEPING YOU SAFE IN YOUR HOME

In September 2023 Warwick District Council undertook an independent audit of its housing stock to determine whether our homes met the rigorous standards required by the Regulator of Social Housing and to help us to understand what improvement work might be required. The aim of the housing audit was to review seven key areas - gas and heating, electric, fire, asbestos, water, lifts and building safety. The report found that we needed to do more work to meet required standards. As a result of the report the Council immediately set about the implementation of a comprehensive action plan and referred itself to the Regulator of Social Housing.

From April 2024 to March 2025 we can confirm that we have completed the following:



Gas Safety Inspections

100%



Electrical Inspections

99.1%



Fire Risk Assessments

100%



Asbestos Management Surveys

100%



Water Hygiene (Legionella Risk Assessments)

100%



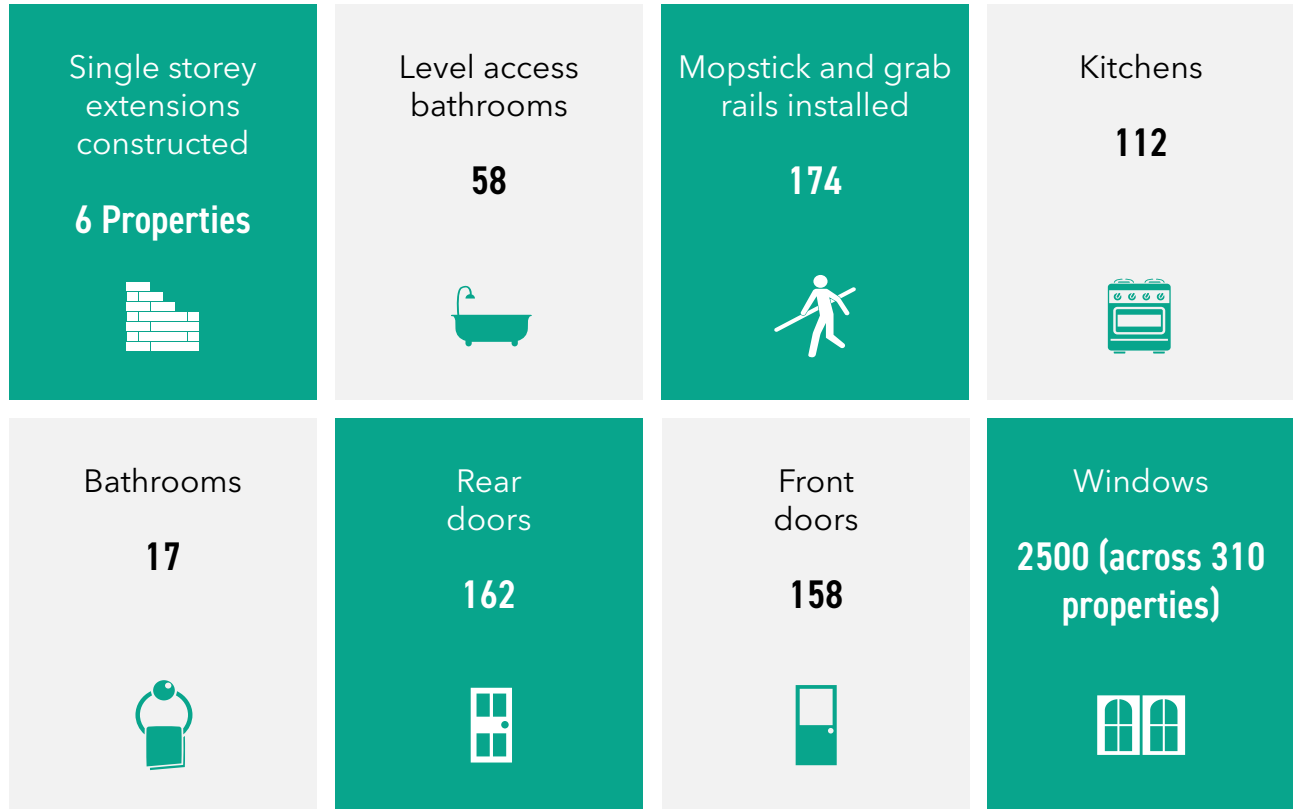
Lift Safety Inspections

100%









IMPROVING HOMES

Over the last year we carried out the following planned maintenance and improvement work to your homes.



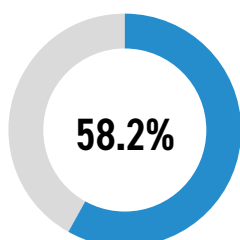
We also assisted our tenants to live independently by providing adaptations to their homes, this work included:

	Over bath showers	9
	Stairlifts	10
	Ramps	15
	Half steps	22
	Closo-mat (specialist toilet)	3
	Level threshold door installed	2

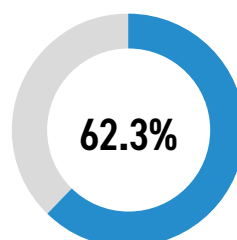
During the 2024/25 year, our repairs and maintenance teams completed **687** of responsive repairs to properties within target timescales.

TENANT SATISFACTION MEASURES 2024-25

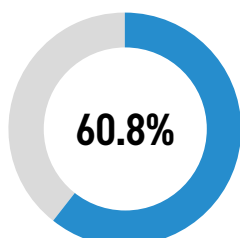
The results of the Housing Tenant Satisfaction Survey (TSM) were generally lower than our expectations and represented a decrease from 2023/24. We do have to acknowledge that a different approach was undertaken for collecting the survey results for 24/25 which may have had an impact. This time we tried to engage with you all using texting and email as well as postal surveys. This new survey and sampling methodology will provide more reliable data sets to measure improvements from. However, it is accepted; the results are not at the level the Council would like. We have now introduced quarterly satisfaction surveys so we can monitor the improvements throughout the year. Also, we are reviewing how the actions in the Consumer Standards Improvement Plan can ensure the Council drives up the satisfaction levels.



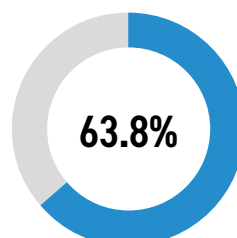
Percentage of tenants who reported that they are satisfied with the overall service from their landlord.
(National median score 71.3%)



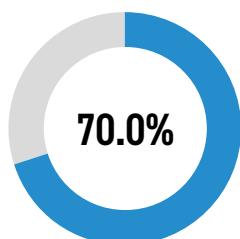
Percentage of tenants who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.
(National median score 72.3%)



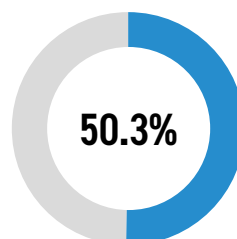
Percentage of tenants who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. (National median score 67.4%)



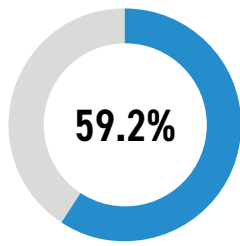
Percentage of tenants who reported that they are satisfied that their home is well maintained.
(National median score 70.8%)



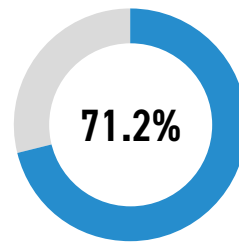
Percentage of tenants who reported that they are satisfied that their home is safe.
(National median score 76.7%)



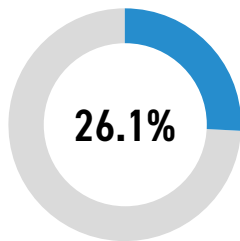
Percentage of tenants who reported that they are satisfied that their landlord listens to tenant views and acts upon them. (National median score 60.4%)



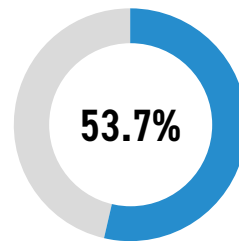
Percentage of tenants who reported that they are satisfied that their landlord keeps them informed about things that matter to them.
(National median score 70.3%)



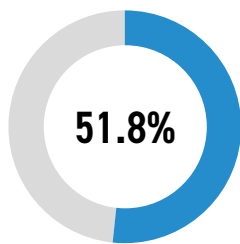
Percentage of tenants who reported that they agree their landlord treats them fairly and with respect.
(National median score 76.8%)



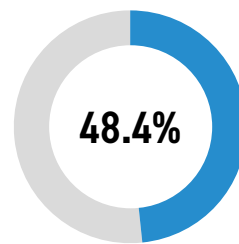
Percentage of people who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling. (National median score 34.5%)



Percentage of tenants with communal areas who reported that they are satisfied that their landlord keeps communal areas clean and well maintained.
(National median score 65.1%)



Percentage of tenants who reported that they are satisfied that their landlord makes a positive contribution to the neighbourhood.
(National median score 63.1%)



Percentage of tenants who reported that they are satisfied with their landlord's approach to handling anti-social behaviour.
(National median score 57.8%)

RESIDENT INVOLVEMENT AND SUPPORTING COMMUNITIES

Warwick District Council's Resident Influencing Group (RIG), comprising both residents and members of the WDC Housing Services team. The group meets bimonthly to discuss areas including

- How we manage services
- Our policies on lettings and maintenance
- Addressing anti-social behaviour (ASB)
- How we manage and respond to complaints
- Customer communications
- Ways to effectively monitor tenant satisfaction.

Another key focus over the last year has been about connecting with our customers and communities, and ensuring that our officers are more visible, and available if needed.

ENGAGEMENT OPPORTUNITIES

Residents can engage with the Housing Service at any time by emailing: talktohousing@warwickdc.gov.uk

- **Resident Influencing Group (RIG)**

This group has been set up to ensure that the voice of our customers is heard and that we use your views and insights to improve and develop our services. The group is made up of residents and members of the WDC Housing Services team and meets bi-monthly at our offices or online via Microsoft Teams. Currently RIG is actively involved in shaping the new Repairs Contract.

- **Armchair Reviewer**

This gives you the chance to review draft policies and procedures to help shape services at a time that suits you.

- **Community Advisor**

Be out and about in your area providing feedback from a resident's perspective and attend pop-up consultations on specific topics within your community.

- **Resident Writers**

Review communications and resident information before they are issued and suggest content ideas for publications





The Lifeline services have had another very busy year. We are currently in the process of going fully digital; with new digital equipment already being provided to new customers, and actively upgrading existing customers in preparation for the digital switchover.

With a growing and aging population, the support of our lifeline team in giving vulnerable people in our community the confidence they need to stay in their own home is more important and valuable than ever before. During the year the team has:

**Called
1,300
Ambulances**

**Made
509
referrals
for Lifeline**

**Responded to
272
calls for help
from falls**



HOUSING CONTACTS

All phone lines are available between the following hours:

Monday to Thursday: 8.45am to 5.15pm

Friday: 8.45am to 4.45pm

Housing: 01926 456 129

- Option 1 for Repairs
- Option 2 for HomeChoice and Homelessness
- Option 3 for Rents and Housing Officer enquiries
- Option 4 for Supported Tenancies

Council Tax and Benefits: 01926 456 760

Neighbourhood (Recycling and Refuse, Parks and Trees): 01926 456128

Emergency out of hours

All phone numbers apply outside of council office hours and bank holidays.

Homelessness: 0300 303 5573

Council Housing Emergency Repairs: 01926 456129

Lifeline Services: 0300 303 5573

Car park emergencies: 01926 314009 or 01926 456128

Cover photos

Top: Stoneleigh View, Kenilworth.

Bottom left: The Asps, Warwick.

Bottom right: Tannery Court, Kenilworth.

