

Housing Annual Report 2025/26





Welcome from the Head of Housing and Portfolio Holder

This annual report covers the period from 1 April 2025 to 31 March 2026. It sets out the progress we have made, the work still to do, and our commitment to delivering a better, more transparent and more responsive housing service for all our residents.

Our council has come a long way since our self-referral to the Regulator of Social Housing in July 2024, which resulted in a C3 grading from the Regulator. Improved results particularly for the annual Tenant Satisfaction Measures are encouraging. However further work is needed to bring us closer to the C1 rating of higher performing landlords.

A key priority this year has been increasing officer visibility across our homes and estates. The housing team, alongside senior officers and councillors have spent more time on-site, speaking directly with residents and seeing first-hand the issues that matter most to you.

We are also pleased to report progress across key services including tenancy management, complaints handling and resident engagement. These improvements are supported by continued scrutiny and governance, helping us address long-standing issues and maintain momentum against our improvement plan. We have also invested in our staff and systems so that teams are better equipped to provide a more consistent and effective service.

Our focus for the year ahead is to build on this progress, continue listening to residents, and deliver the safe, well-managed and responsive housing service that residents deserve.



Councillor Jessica Melrose
Portfolio Holder for Housing



Kristian Melgaard
Interim Head of Housing



How we are performing

Since the 2023/24 reporting year we have been required by the Regulator of Social Housing to collect and publish Tenant Satisfaction Measures, known as TSMs. The TSMs help tenants, the Council and the Regulator understand how well housing services are performing and where improvements are needed.

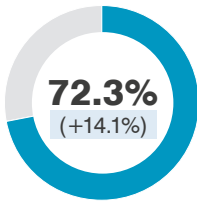
The 2025/26 results show an overall improvement in tenant satisfaction compared with 2024/25 across all 12 tenant perception measures.

Overall satisfaction increased from 58.2% in 2024/25 to 72.3% in 2025/26.

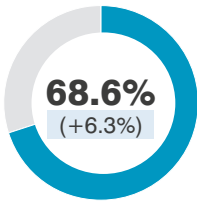


Councillor Jessica Melrose with officers at Stoneleigh View, Kenilworth

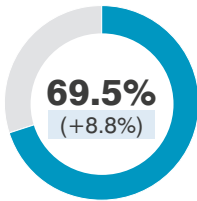
Below are the results of the WDC Tenant Satisfaction Survey 2025/26, compared to the previous year. 5527 households were invited to take part and 1065 responses were received (20%).



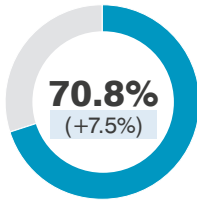
Overall satisfaction with landlord services



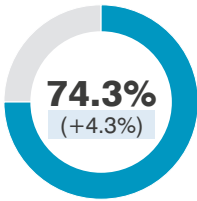
Satisfaction with overall repairs service



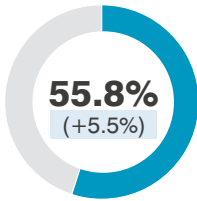
Satisfaction with time taken to complete most recent repair



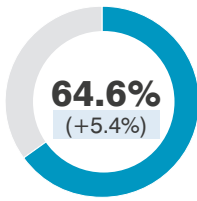
Satisfaction that the home is well maintained



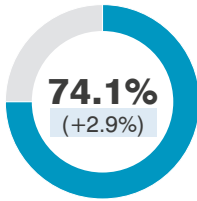
Satisfaction that the home is safe



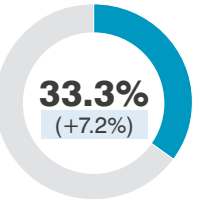
Satisfaction that the landlord listens and acts



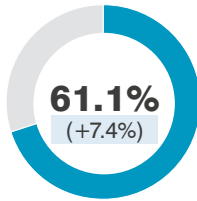
Satisfaction that the landlord keeps tenants informed



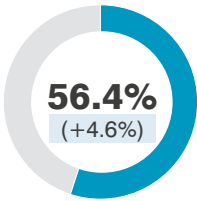
Agreement that the landlord treats tenants fairly and with respect



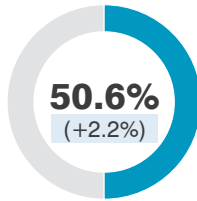
Satisfaction with complaints handling



Satisfaction that communal areas are clean and well maintained



Satisfaction that the landlord makes a positive contribution to the neighbourhood



Satisfaction with approach to anti-social behaviour



Resident engagement and involvement



RIG Meeting



Customer Services Hub



Estate Walkabout leaflet

This year, more opportunities were made available for tenants to get involved, whether by attending meetings or surgeries or taking part in surveys and working groups. A focus was placed on making involvement more inclusive and flexible.

- We extended invitations to our **Resident Involvement Group** meetings to all tenants. These meetings are resident led with the chance to join online from home or Saltisford Gardens or in person at Charles Gardner Road Community Centre
- **Resident Voice** coffee mornings are held at all sheltered homes across the district, in conjunction with our Lifeline team
- A weekly coffee morning at **Saltisford Gardens** is helping residents connect, reduce isolation and access practical support
- Monthly housing drop-in surgeries are scheduled at the Royal Pump Rooms **Customer Service Hub**
- The frequency of the **housing newsletter** has increased to six editions a year
- Our annual programme of **Estate Walkabouts** (May to October) give residents an opportunity to join the housing team on a walk around neighbourhoods to highlight issues and problems
- Tenants have been actively involved in shaping this Annual report. Feedback was gathered from the Resident Involvement Group in September 2025. The Group highlighted the need for accessible and engaging content and clearer information about their local communities. This valuable input has been considered when developing this report
- Tenants are signposted to events through leaflets, newsletters and by visiting the tenant involvement pages on our website



Investing in our homes

Stock condition surveys are giving us a better understanding of the homes we manage and the investment needed in future years. By 31 March 2026 **81.5% (4735 homes) have had a stock condition survey undertaken** in the last five years.

We have also responded proactively to new and emerging regulation, including **Awaab's Law**, by improving oversight, strengthening processes and ensuring we are better prepared to meet our responsibilities to residents.

- A programme of works is in place to improve building safety this has included a major refurbishment project to the **James Court** sheltered housing in Warwick and the completion of fire safety works at the sheltered housing at **Acorn Court, Chandos Court and Tannery Court where all 134 homes** were fitted with FD 30 fire doors (providing a minimum of 30 minutes of fire and smoke resistance).
- The first phase of FD30 Fire Door replacement was also completed which included **Stamford Gardens (64 homes), Binswood Street (10 homes), Dell House (4 homes) and Charles Gardner Court (5 homes)**.
- Central fire alarms were fitted in each flat in **Ashton Court, Southorn Court, Westbrook House, Radcliffe Gardens, and Sayer Court**. This increased the safety of tenants and enabled the removal of the Waking Watch at each of these buildings.



Councillor Jessica Melrose with members of the housing team at James Court



New affordable home the Asps, Warwick



Energy saving and other improvements

Works were carried out across our housing stock so that households can benefit from lower energy bills, better air quality, reduced draughts and heat loss. This also helps to prevent dampness and mould. Energy Performance in these homes improved from a **D to a C EPC rating**.



36 homes

had
solar panels
installed



35 homes

had
loft insulation
installed



36 homes

benefitted from
improved air quality with
specialist fans and
other alterations to **air**
circulation



36 homes

had
airtightness improved
to reduce draughts and
heat loss



215 homes

had
replacement boilers
which were more energy
efficient



108

replacement windows
were installed



11 homes

had **poor or non-existent cavity insulation**
replaced or installed



Loft insulation



Inverter for solar panel system

Solar panels installation





Adaptions for residents with additional needs

During 2025/26 our team completed **259** adaptions to homes, these included **hand and grab rails, level access showers/bathrooms, stairlifts and ramps**. These improvements allowed people with additional needs and restricted mobility to stay in their own homes.



Repairs, Maintenance and Property Standards

Dedicated resources have been allocated to ensure that your homes achieve the highest level of compliance on the **‘big six’ areas of health and safety; electrical safety, gas safety, water hygiene, lift safety, fire safety, and asbestos safety**. The table below shows our figures for compliance in these areas which are calculated from our records and regularly reported to the Housing Scrutiny Committee.

Compliance Area	Target Percentage	Annual Average 2025/26
Gas Safety	100%	99.9%
Electrical Safety	100%	99.7%
Fire Safety (Risk Assessments)	100%	100%
Asbestos Safety	100%	100%
Water Hygiene	100%	100%
Lift Safety	100%	100%

Repairs overview 2025/26



Emergency repairs completed within the target time-frame reduced from **95.1%** to **92.0%**, while non-emergency repairs completed within target improved slightly from **80.5%** to **81.3%**



23,236 repairs
(emergency **3848**,
non-emergency **19,388**)



Percentage of emergency repairs
completed within target
timescales **92%** (24 hours)



Satisfaction rate
with overall repairs service **68.6%**



Percentage of homes
that do not meet the decent
homes standard **3.9%**

Repairs Contract Update

We would like to confirm that we have extended our contract with Axis repairs and maintenance until at least 30 November 2026, while we decide upon our next steps in relation to procuring a new supplier. We will update tenants once procurement options and decisions have been made.



Stoneleigh View kitchen

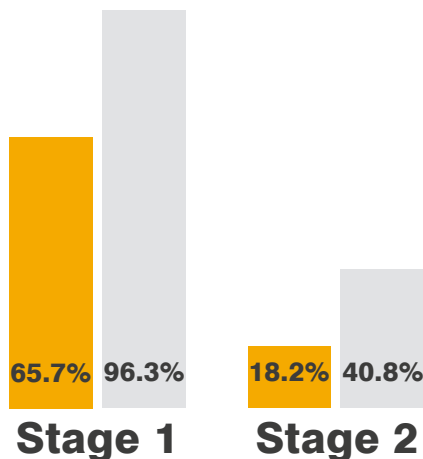


Customer feedback and responding to your complaints

Complaints performance is a measurement of how efficiently, fairly and transparently our team handles your complaints within the time frames set by the Housing Ombudsman.

Stage 1 complaints received 325 (57 per 1000 homes)

Stage 2 complaints received 71 (12 per 1000 homes)



Stage 1 complaint response performance improved significantly, from **65.7%** to **96.3%**.

Stage 2 complaint response performance also improved, from **18.2%** to **40.8%**, but remains an area requiring further improvement.

At **33.3%**, satisfaction with the way that our council handles your complaints is our lowest scoring performance indicator in our TSMs. This remains a priority area within our improvement programme.

During 2025/26 we implemented a programme of changes to the way in which complaints are reported and handled, with stronger follow-up for upheld complaints. This has included better aftercare and clear ownership of actions by the housing team.

This resulted in an improved response rate for Stage 1 complaints with almost all completed within the required timeframe.

While our aim is to reduce the number of complaints we receive, we can only improve if we receive your feedback. Increased volumes mean that residents are finding it easier to raise concerns and are aware of the many communication channels available to them.

It's also important to note that in 2025/26 only **20%** of residents responded to the TSM survey, which is a relatively small sample. We are therefore actively looking at ways to increase survey participation, to gain a better understanding of your experiences, issues and concerns.



Our homes and tenancies

Number of WDC managed homes as at 31 March 2026 was **5743**

General Needs Properties



583

1 Bedroom



1,533

2 Bedroom



1,934

3 Bedroom



109

4/5 Bedroom

Age Designated/Disabled Adapted



978

1 Bedroom



422

2 Bedroom



184

Sheltered homes

Total number of leasehold properties on 31 March 2026: **660**

Total number of shared ownership properties on 31 March 2026: **72**

This year, we added **199** affordable homes to our stock for social rent, affordable rent or shared ownership, at three sites across the district, **The Asps, Warwick (52 homes), Stoneleigh View, Kenilworth (117 homes) and Union View Hatton (30 homes).**

At Stoneleigh View more than **200 affordable homes** have already been completed, all of which are designed to a high energy efficiency specification including measures such as air source heat pumps and solar panels.

During the year **973** Council properties were allocated through the **HomeChoice register**

Number of applications received to join the HomeChoice register:

1954

Total number of bids received for HomeChoice properties during the year:

38,440

Total number of households on HomeChoice register

1926



Tenant support, financial support and homelessness prevention

We have remained committed to supporting tenants through the cost-of-living crisis and ensuring that everyone has access to advice and assistance when they need it most.

From April 2025 to March 2026 our homeless services team provided advice and support to

1826 households



191 residents

became completely debt free, giving them a fresh start and improved financial stability



Tenants we helped saved on average

£544 per year on their outgoings.



234 homeless households were secured a permanent home



Our team prevented

94 households from becoming homeless



Support was provided for

324 households in temporary accommodation





Supporting neighbourhoods and community safety

Tenants who experience incidents of anti-social behaviour in their buildings or neighbourhoods are **encouraged to contact their housing officer for assistance.**

In 2025/26 there were **91 cases** of anti-social behaviour logged and investigated and **5 hate incidents** reported.

Although satisfaction with the way our council approaches anti-social behaviour rose slightly in this period from **48.4% to 50.6%**, it has been identified as an area for improvement.

We remain committed to tackling ASB and for 20 of the most serious cases have obtained closure orders over the last 12 months. A closure order is a fast legal power used by the police or local councils under the Anti-Social Behaviour, Crime and Policing Act 2014 to ban access to a property, preventing nuisance, crime, or disorder (including County Lines activity) that harms a neighbourhood.

The Community Warden Team has continued to deliver visible and impactful community work across Warwick District. Wardens maintain a regular presence by patrolling anti-social behaviour hotspot locations and key public spaces. This uniformed presence helps to build trust and confidence within local communities. During 2025–2026, the team conducted **1,656** patrols.



Community Wardens



The Crest Community Garden volunteers

We are working alongside ARC (Achieving Results in Communities) to improve neighbourhoods across the district.

The Crest Community Garden. Around Eden, Southorn and Ashton Court in Lillington, ARC has been working with a team of local volunteers who have planted trees, flowers, vegetables and fruit for local residents.

Lyttelton Community Garden, Warwick. Volunteers are creating a wildlife-friendly garden and growing vegetables.

Lillington Crown Way Community Orchard. Local volunteers have planted 25 fruit trees – between Lillington Primary School and Crown Way. For further information about volunteering visit **arccic.co.uk**



Lillington Crown Way Community Orchard



Lyttelton Community Garden



Income and expenditure

2025/26

Income



Housing rent collected

£35,111,023



Garages rent collected

£629,773



Other rent and charges collected

£580,243



Service Charges

£602,816



Utility Charges

£290,531

Total Income

£37,214,385

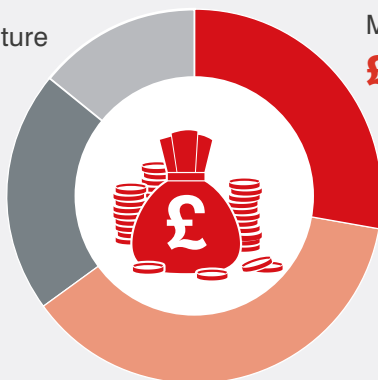
Expenditure

Put aside to meet future expenditure

£5.2m (14%)

Interest on loans

£7.8m (21%)



Maintaining homes

£10.4m (28%)

Management and Tenancy Services

£13.8m (37%)

Average Weekly Rent

£122.52



Plans and priorities for 2026/27



Looking forward to the coming year, our new interim Head of Housing Craig Spence has set out the following priorities:

Increase tenant involvement and engagement

by getting more of you to become part of the Resident Involvement Group and extending and adapting our communication channels so that we get to know you better.

Keep homes safe continuing with our fire safety improvement programme and developing our procedures in line with the requirements under Awaab's Law.

Improve communication with tenants by giving clearer information about planned works and by working with you to understand how you would like to hear from us.

Strengthen complaint handling and learning continuing our work to respond more quickly, monitoring complaint actions letting you know what has changed as a result of your complaint.

Track progress and compare performance through Consumer Standards governance arrangements and benchmarking against other landlords, so we can identify where further improvement is needed.



Residents at James Court



All information correct at time of printing.



www.warwickdc.gov.uk