



CHEL TENHAM
BOROUGH COUNCIL

Housing services

Your Annual Report 2025/2026

For tenants, leaseholders and shared owners



QUALITY
HOMES



SAFE AND
STRONG
COMMUNITIES



LISTENING
AND TAKING
ACTION

Introduction

A joint message from Councillor Flo Clucas, and Claire Hughes, director of governance, housing and communities, at Cheltenham Borough Council

“

Together with our tenants we provide safe, secure and well-maintained homes that help everyone to reach their potential.

”



Welcome

to our Annual Report to Tenants for 2025/26. Our aim is to provide you and your family with safe and high-quality housing services. Here you can find out about how well we are doing and the money we are spending in your homes and communities. You can also see our progress to ensure we provide the best service and listen to your views.

This year, we continued to focus on providing safe, secure and well-maintained homes while improving our services. We have made positive changes to the way we communicate and work with you so that we can provide the services you need.

Over the past year we've been busy meeting tenants through walkabouts, visits and engagement events. This has been instrumental in helping us better understand what matters most and what we need to do to improve.

We are pleased to report improved Tenant Satisfaction Measures (TSMs), showing positive progress in our services and engagement with tenants.

We also like to recognise the work of our benefits and money advice team, who helped tenants secure more than £1.7 million in benefits during 2025/26, supporting many households through challenging times.

Thank you to everyone who shared their views, attended meetings, spoke with our teams, or helped shape our services. Your feedback will help us improve and ensure we are making the right decisions. Please keep talking to us, we're always available to you by telephone, email and online.

Flo and Claire

Looking after the condition of your home



Since October 2024, we've surveyed **79%** of homes, that's **3,652** properties so far

We continued our programme of surveys to better understand the condition of our properties. This helps us make sure your home stays safe, well maintained and energy efficient.



This is why these surveys are so important. They help us plan future investment in our homes. By carrying out improvements when they are needed, we can keep homes in good condition and reduce the risk of damp and mould.



Over

£15 million



is the amount we spend each year on improvements.

If your home has not yet been surveyed, please contact us to arrange an appointment by email at technical.services@cheltenham.gov.uk or call customer services on **0800 408 0000**

Based on your feedback we are now offering Saturday and evening appointments.

In 2025/26 we replaced:



483 kitchens



80 bathrooms



65 wet rooms



112 homes had new roofs

Regular checks and maintenance help us prevent and reduce the risk of issues, including damp and mould from arising in your home



Keeping your home safe

Your wellbeing is our top priority.

Over the past 12 months:



Our repairs team have been busy improving homes, communal areas and outside spaces. This helps keep your home safe, secure and well-maintained



We welcomed two multi-skilled apprentices and an electrician. They are helping to deliver repairs and improvements across our homes



We introduced new technology to help us keep communal areas and open spaces, clean, safe and well maintained

Last year we completed:



1,106

emergency repairs

95.3% of these were completed within our target timescale of 24hrs



11,234

non-emergency repairs in an average time of **7.3** days

Help with damp, mould and condensation

Keeping your home free from damp and mould is a top priority. This includes following the new requirements as set out by the government. Known as Awaab's Law, it requires social landlords to investigate and fix serious damp and mould problems within set timeframes.

We reviewed our homes and carried out improvements where needed.

This included:

- ✓ Treating mould
- ✓ Completing repairs
- ✓ Carrying out follow-up visits to help prevent issues from returning

All reports of damp and mould are taken seriously. We will work with you to identify the cause of the issues and make sure the right action is taken as quickly as possible.

During 25/26 we:



Introduced new monitoring technology in some homes affected by damp and mould. This helps us understand the conditions in the property and identify potential issues sooner so we can resolve and develop a long-term solution



We provided communications to encourage tenants to report damp and mould as soon as they notice it. The sooner we know about a problem, the faster we can help

We are here to help!

We know that some companies are contacting tenants and asking them to make claims about repairs in their homes. These companies may not always tell you everything, and some could cost you money.

We care about you and your home, and we are here to help. If something needs fixing, please contact us directly. We will do our best to sort out issues quickly and support you every step of the way.

Putting your safety first

Tenant Satisfaction Measures (TSMs)

The housing regulator requires us to report on the safety of your homes, collecting and monitoring this information helps us keep your home safe.

In 2025/26:



99.73%

Proportion of homes for which all required gas safety checks have been carried out



100%

Proportion of homes for which all required fire risk assessments have been carried out



100%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out



100%

Proportion of homes for which all required legionella risk assessments have been carried out



100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out



95.3%

Proportion of emergency repairs completed within the landlords target timescale*



94.7%

Proportion of non - emergency repairs completed within the landlords target timescale

*Performance remains strong, despite small decline, we will work hard on this in the current year.

Providing new high quality homes

We know there is a high demand for affordable housing. Alongside improving existing homes, we are investing in new homes to help meet local housing need.



In 2025/26:



302

local people and their families found a home



13

people downsized into a home that is better suited for their needs, this helped free up larger homes for families who needed more space



As part of our social value commitment, it's not just about housing. We are committed to making a positive difference in our communities by supporting local people, creating job opportunities and helping neighbourhoods thrive



159

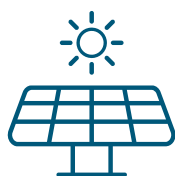
homes for social rent and shared ownership are being built across four different sites:

Former Monkscroft School site - 70 new affordable homes are progressing following planning approval earlier this year

320 Swindon Road development - on track to deliver 14 homes for social rent and 7 shared ownership homes

Cherringtons Kidnappers Lane - 5 sustainable homes for social rent and shared ownership have been secured in partnership with Newland Homes

Regents Village - 70 affordable homes are being delivered as part of a wider 266-home development



Designed for the future, many of the new homes will include solar panels and energy saving heating systems

Warmer homes for tenants

Utilising the government's Social Housing Decarbonisation Fund (SHDF) we have made 157 council homes warmer and better to live in. These works have saved 148.09 tonnes of carbon and helped homes use less energy. We added things like wall and loft insulation, better air flow, heat pumps and solar panels. One home improved from an EPC rating of E to B. EPC ratings show how energy efficient a home is, with A being the best and G being the worst. Moving from E to B means the home is much more energy efficient, helping to reduce heating costs in the winter and carbon emissions.



Helping you manage money and benefits



Our benefits and money advice team continued to provide vital support for tenants and families.

During 2025/26:



We helped tenants claim **£1.7m** in benefits



Cleared **£54K** of rent arrears



Supported **143** tenants and their families through our Help2 crisis fund. Providing important items including white goods, carpets and furnishings to those who are vulnerable



Provided benefit and money advice to **901** people

The team also ran a free school uniform event:



91 families had free access to both pre-loved and brand new essential items



We received benefit and money advice referrals from **16** people with one individual directly supported by our employment service drop-in



We worked in partnership with local organisation Severn Wye to provide people with immediate help and additional support, including energy advice and water bill savings



We will always look at new opportunities to help local residents who require financial assistance, access the necessary resources for their families, without any cost. We will keep you posted of any upcoming future events in tenant voice and on our social channels.

Helping you into work and training

We help local people build skills, gain confidence and find work through training, support and community learning.



55

people were supported into work

360

people took part in training and developed their skills



301

sessions delivered at the Skills Hub and Digi Den



We introduced six online courses to help with wellbeing, confidence and personal development. These can be accessed with support from our team, independently from home, or through a combination of both, allowing customers to choose where and when they complete their learning.

We helped people grow their confidence, learn new skill and get ready for work



“

They are very friendly and helpful getting me into work, I would recommend

”

“

I feel much better for coming along, I am so grateful for your help

”

“

The staff have been very good to me and helped me get my job, very grateful to them

”

Thrive Programme

We worked with local schools to deliver employability workshops and work experience placements, helping students explore career options, learn new skills and gain hands-on experience.

Building Circles Partnership

We partnered with Building Circles to provide tailored employability support for people with varied abilities and learning difficulties.

Youth Support Partnership

We delivered employability workshops with the Youth Support Team in Whaddon, achieving training and employment outcomes for young people.

Digital inclusion

We are currently working in partnership with the DAISI Project (Digital Accessibility, Inclusion, Support and Innovation), which helps us provide a range of digital support opportunities for our residents.





The training and employment service delivered a series of online courses designed for individuals with mixed abilities and learning difficulties.

Alison, through her participation in Enrich and the Skills Hub successfully completed six online courses.

Alison was joined at the presentation by her sister, who shared how this achievement has greatly supported her mental health and boosted her confidence.



A successful partnership between the training and employment service (TES) and GARAS (Gloucestershire Action for Refugees and Asylum Seekers) continues to produce job outcomes for local residents. TES has been providing tailored support to individuals seeking work including:

- Employability skills
- Digital access
- Job application guidance and on-boarding
- Access to training opportunities

Find out more about how we can offer support to help you into work, education, training or volunteering by visiting our website at cheltenham.gov.uk/cbc-housing-services, emailing tes@cheltenham.gov.uk or calling us on 0800 408 0000

Community investment

This year we've delivered a wide-ranging programme focused on health and wellbeing, youth engagement, digital inclusion and support for older adults

We worked with residents to influence the design and delivery of community activity, ensuring services are shaped around local priorities and community needs.



1,213

activities were delivered



11,378

attended community activities



£69,601

secured in external funding (not including match funding)

Community engagement activity in St Paul's and wider neighbourhoods helped ensure resident priorities continue to shape local investment.



The St Paul's Hub courtyard is now the proud home of the community mural reflecting local priorities.

Helping keep our neighbourhoods safe

Working with tenants and partners to tackle anti-social behaviour, support vulnerable people and build stronger communities.

During the past year:



73

new reports of anti-social behaviour (ASB)



37

cases resolved during the year



110

cases being supported at the end of March 2026

Taking action when needed:



15

court orders helped stop serious nuisance and protect local people



7

court orders were used to prevent harmful behaviour from continuing



Only **2**

evictions were needed, after all options had been tried

We always aim to resolve problems through support and engagement before taking legal action.

Our Anti-Social Behaviour (ASB) team:

- Worked with partners to help tackle crime, protect vulnerable people and support safer communities as part of the 'Endeavour' project to tackle organised criminality and as part of the Home Office 'Clear Hold Build' initiative
- Continue to support families and young people through community projects and our partnership with The Children's Society
- Introduced new measures to deal more quickly with issues such as uncontrolled dogs and dog fouling.
- Resolved most ASB cases through support, advice and other legal measures. Eviction was a last resort
- Used legal powers where serious nuisance or disorder affected residents to help keep communities safe
- Received feedback from residents who told us their neighbourhoods feel safer and more positive

Supporting people to stay in their homes



Working together to provide support

We strengthened links with local health services, schools and community organisations, helping people get the right support more quickly.



Protecting people who need extra help

We continue to work with police, social care, fire and mental health teams to make sure the right support is in place for vulnerable people and reduce risks.

Tenancy management team

We are here to support you through your time with us as a tenant and help you with any issues you have with your home/tenancy.

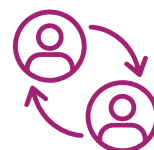
Tenant visits



We visited **913** homes including tenancy audits, post-let visits and conversion visits



The visits help us to support tenants directly, identify any concerns early and maintain strong relationships within communities



We completed **41** mutual exchanges, helping tenants move into homes that better meet their needs and personal circumstances

Housing First

Housing First supports people who have found it difficult to keep a home in the past. The programme provides a permanent home alongside ongoing support to help people live independently.

During 2025/26:



Worked alongside P3 Link Workers and helped **7** people to keep a home of their own



Worked closely with each person to help them improve their health and wellbeing, build confidence and become part of their community



We work closely with housing first project staff to identify people who benefit from support to live independently



Helped people stay safe to avoid exploitation, manage their money and access the services they need to improve their lives



Working towards supporting up to **12** people through Housing First

Your tenancy, your views

As part of our reporting to the Housing Regulator, Acuity (a company who provides resident satisfaction surveys, benchmarking and learning to the social housing sector) has again carried out this year's Tenant Satisfaction Measures (TSMs) perception surveys on our behalf. Your feedback through these surveys helps us better understand your views on the services we provide.

Our 2025/26 results show that:



82%

of respondents were satisfied with our service overall



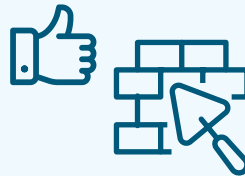
87%

feel that they are treated fairly and with respect



83%

agree that we keep our tenants informed



83%

were satisfied with the repairs we carried out in the last 12 months



83%

of responders were happy with the time taken to complete repairs



83%

find us easy to deal with



83%

feel that they have a well-maintained home



86%

of respondents feel safe in their home*



75%

feel that we contribute to their neighborhood



70%

of respondents feel that we listen to them and act accordingly



75%

are satisfied with communal areas*



64%

are happy with how we handle anti-social behaviour



47%

are satisfied with how complaints are handled

*We have seen general improvement on last years results, with significant improvement highlighted.

Listening and learning



**LISTENING
AND TAKING
ACTION**



293
complaints with
258 upheld in
full or part



100%
of stage one and
stage two complaints
responded to within
our target times



93.8% success rate in
resolving complaints

What residents told us

“
They listened,
cared and
understood
my concerns
”

“
Thank you for your
clear communication
throughout the
complaints process
”

“
The tenancy
assistant showed
empathy and
understanding
”

“
Thank you
for getting my
door lock
fixed so quickly
”

Here when you need us



46,911
calls received



98%
of calls answered



87%
answered within
60 seconds

People most often contacted us about:

- ✓ Repairs
- ✓ Support with their tenancy
- ✓ Rent account enquiries
- ✓ Anti-social behaviour
- ✓ Fly-tipping

The team are now able to take payments over the telephone for rents, recharges and council tax, saving you time when you call us.

You said, we did

You told us

Information in blocks wasn't always clear



We worked with residents to improve notices and information in communal areas

The tenant handbook was too long and not easy to use



We redesigned it in a simpler, more user-friendly format

You wanted to know more about complaints and how we learn from them



We shared regular updates with the tenant panel and used feedback to improve services

You wanted to stay involved in service improvements



Your feedback helped shape our housing improvement plan and customer promise

Your voice matters

This year saw the creation of the Tenant and Leaseholder Voice Plan 2025–2028, establishing a clear framework for how you can shape and influence housing services.

Working collaboratively with tenants and leaseholders, we continued to strengthen opportunities to get involved in across service reviews, policy development and performance monitoring.



Tenant panel achievements

- The tenant panel undertook a detailed scrutiny review of the repairs service, identifying opportunities to improve communication, timescales and tenant involvement in service improvement activity
- The tenant panel played a key role in refining CBC's new customer promise

Leaseholder panel achievements

Leaseholders also contributed to the development of a revised leaseholder policy and engaged directly with officers regarding building safety and future investment programs

Youth and older adult's voice

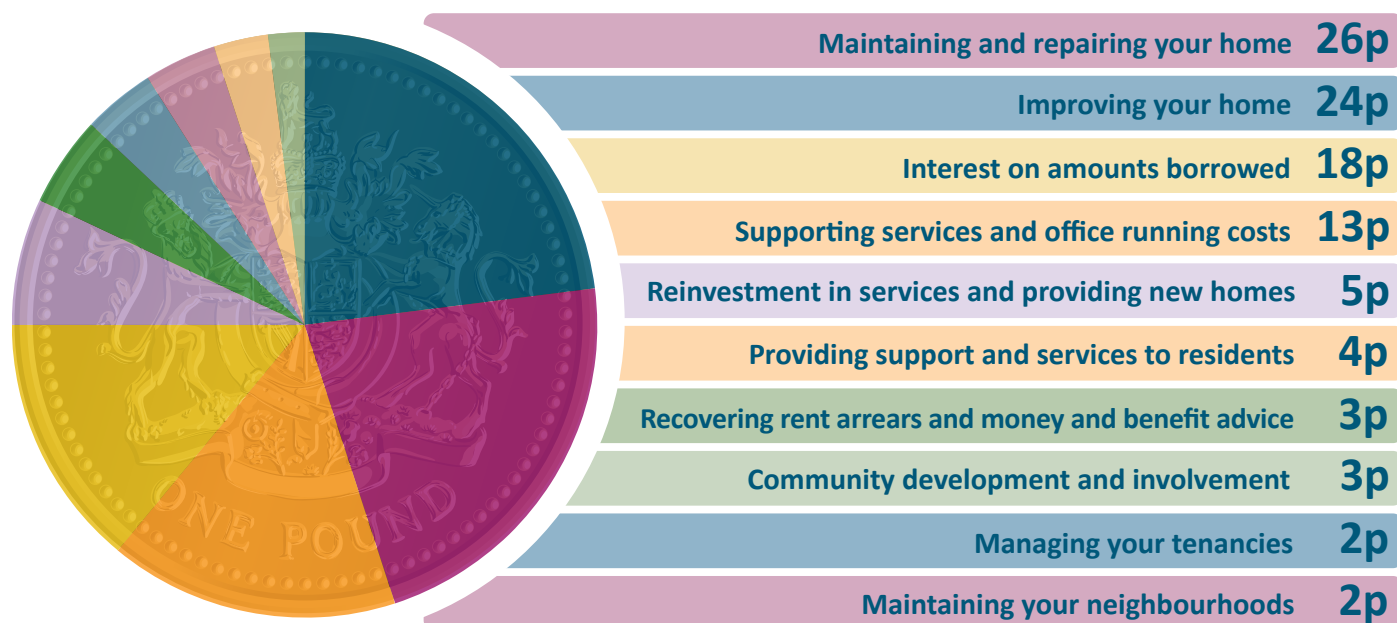
We have been developing youth engagement. We recognise the importance of capturing the views of younger residents alongside continuing our engagement with older residents

How your rent is spent

Every rent payment you make helps us provide, maintain and improve council homes and housing services for our tenants. The money received from rents can only be used to support council housing and related services; to maintain homes, invest in improvements and support our communities.

During 2025/26 we spent a total of **£26.2m**.

For every **£1** of income received, this was distributed across the service areas in the following way:



If you require this document in any other format please contact communications@cheltenham.gov.uk

如需此文件的其他格式,

请联系 communications@cheltenham.gov.uk

Jeśli niniejszy dokument wymagany jest w innym formacie,
prosimy o kontakt z communications@cheltenham.gov.uk

જો આ દસ્તાવેજ તમે અન્ય કોઈ પણ ફોર્મેટમાં
મેળવવા ઇચ્છતા હોય તો કૃપા કરીને
communications@cheltenham.gov.uk પર સંપર્ક કરો.'

Have you spotted our new website?

You can find everything thing you need
to know about housing services at
cheltenham.gov.uk/cbc-housing-services



@YourCBCHousing



@Cheltenham Borough Council



QUALITY
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Our customer promise



Communicate

- We will always speak kindly and politely.
- We will talk to people in the way that works best for them, by phone, email, or in person.
- What we say will be easy to understand and straight to the point.

Act

- Our team will be respectful and care about helping people.
- We will take responsibility from the start and be honest about what's happening.
- We will answer questions quickly and do what needs to be done without delay.



Learn

- We will work together with people to make our services better.
- We will listen carefully to feedback and complaints.
- We will use what we learn to keep improving.



To ensure a positive experience we expect our customers to treat our officers with respect



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