

TAMWORTH BOROUGH COUNCIL HOUSING SERVICES

# ANNUAL REPORT TO TENANTS



APRIL  
2024-  
MARCH  
2025

**TENANT  
APPROVED**

**Tamworth**  
Borough Council

# WELCOME

FROM YOUR TENANT CONSULTATIVE GROUP



Your Tenant Consultative Group (TCG) welcomes you to Tamworth Borough Council's housing services annual report.

This report highlights the performance of housing services throughout the year, April 2024 to March 2025, and showcases the amazing work of tenant involvement groups supported by Tamworth Borough Council's Tenants Voice Team who are passionate about involving tenants, and the wider community.

TCG would like to take this opportunity to thank every tenant who has shared their views and provided feedback over the last 12 months. Your involvement is invaluable for helping to make sure tenants' voices are at the heart improving housing services for all tenants and leaseholders. There are many highlights to share and celebrate. With that in mind, we hope you find this report useful and that it helps you understand how your housing services are performing.

If you'd like to get involved or simply like more information or would like a printed copy of this report or help accessing any website links in this report contact our Tenant Voice Team on 01827 709 709, email [TenantVoice@tamworth.gov.uk](mailto:TenantVoice@tamworth.gov.uk) or visit reception at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.

Marmion House opening times:  
Monday, Tuesday, Wednesday, and Friday from 10:00am to 2:00pm, and on Thursday from 2:00pm to 6:00pm.



Tenants Consultative Group.

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Our annual report is structured by the social housing consumer standards set out by the Regulator of Social Housing.

The government introduced new consumer standards for social housing from April 2024.

These standards are enforced by the Regulator of Social Housing and all social housing providers including councils and housing associations, must meet the standards.

There are four standards:

- 1. Safety and quality**
- 2. Transparency, influence and accountability**
- 3. Neighbourhood and community**
- 4. Tenancy**

To learn more about each of the standards and our plans, watch our short videos on our website: [www.tamworth.gov.uk/social-housing-consumer-standards](http://www.tamworth.gov.uk/social-housing-consumer-standards)

# WHO WE ARE



Area	Total
Amington	402
Belgrave	293
Bolehall	341
Borough Road	40
Coton Green	62
Dosthill	78
Fazeley	109
Gillway	217
Glascote	562
Hockley	144
Kettlebrook	201
Leyfields	445
Stonydelph	688
The Leys	57
Town Centre	392
Two Gates	21
Wilnecote	226

**Total number of properties: 4,278**



## Type of properties available to tenants - Total: 4,278

1,274

### FLAT/ MAISONETTE

1 bed = 717  
2 bed = 537  
3 bed = 20



### HOUSE

2 bed = 558  
3 bed = 1693  
4+ bed = 153



### BUNGALOW

1 bed = 203  
2 bed = 32



### SHELTERED

1 bed = 324  
2 bed = 38  
3 bed = 3

# THE TRANSPARENCY

## INFLUENCE AND ACCOUNTABILITY STANDARD

This standard is about being open with tenants and treating them with fairness and respect. Making sure people can get the services they need, know how to and be confident to complain, influence decisions and generally hold their landlord to account for their actions and services.

This standard also says that every year we must report our performance against a list of tenant satisfaction measures. Every social housing landlord has to do this and the Regulator of Social Housing compares how each is doing.

### Tenant voice

Our tenants voice team works to meaningfully engage with tenants and councillors on all aspects of housing and wider council services. The team offers both formal and informal ways residents can engage, discuss, scrutinise and

debate issues that impact tenants' lives. Tenant involvement and engagement puts tenants at the heart of everything we do, including decisions we make and the plans we put in place for improving housing services.

### Getting to know you better survey

In February 2025 in partnership with MEL Research we carried out, a 'getting to know you better' survey, to better understand the diverse needs of our tenants. This information helps us shape services for everyone, making sure they are inclusive, accessible, and responsive to everyone's needs. By listening to what matters most to tenants, we make more informed decisions and work together to build a community where everyone feels heard, valued, and supported.



### Executive summary – sole and joint tenant totals 5208 – From 4300 properties

Characteristic	Percentage known from 5208
Age Profiles	100%
Gender Profiles	100%
Ethnic Origin Profiles	83.77%
Marital Status Profiles	74.39%
Sexual Orientation Profiles	56.07%
Belief or Religion Profiles	54.21%
Health Status Profiles	27.98%
National Identity Profiles	9.31%
Communication Needs Profiles	3.84%
Armed Forces Representation	1.06%
Gender Identity Profiles	0.36%
Pregnancy & Maternity Profiles	0.15%
Required Translation Services	0.10%

### Updating the information we have about you

If you need to update the data we hold about you please contact our tenancy sustainment team on 01827 709514 or through the tenant portal <https://myhousing.tamworth.gov.uk/housing/dashboard>

## Get involved!

There are different ways you can get involved and help improve your housing services, and we would love to hear from you.

You can choose to get involved in a way that suits you, whether you can spare only five minutes completing a short survey, popping along to one of housings consultation events or joining one of the tenant involvement bi-monthly or quarterly meetings, there is something here for everyone.

If you'd like to get involved or simply like some further information, please call our Tenant Voice Team on 01827 709 709, email [tenantvoice@tamworth.gov.uk](mailto:tenantvoice@tamworth.gov.uk) or visit the website at [www.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement](http://www.tamworth.gov.uk/council-tenants-hub/getting-involved/tenant-involvement)



Tenant voice group.



Seniors united meeting.



TCG meeting.

### Ways to get Involved!

There is a variety of ways for you to work with us to improve your Neighbourhood Services. The options are designed to suit varied needs and lifestyles – whether you can spare only 10 minutes a month or attend regular meetings – there is something here for everyone.

- 1 Tenant Consultative Group**  
The Tenant Consultative Group provides a united voice for tenants and leaseholders across the borough. This group discusses a range of issues and is involved in the decision-making process to improve neighbourhood services for all. This group is consulted on all tenant-related policies, practices and procedures and current issues affecting Tamworth Borough Council and its tenants.
- 2 Tenant Involvement Group**  
The Tenant Involvement Group oversees the implementation of actions and performance targets set out in the Tenant Involvement and Consultation Strategy and closely monitors all customer intelligence and feedback against neighbourhood services and monitors the annual customer satisfaction calendar.
- 3 Complaints Review Panel**  
This panel meets every three months with Neighbourhood Officers and looks at the different kinds of complaints that are being received and what customers are really telling us.
- 4 Anti-Social Behaviour Scrutiny Group**  
Customers from a different range of tenures meet to monitor performance, discuss issues of concern and contribute to service delivery.
- 5 Tenants Voice**  
This is an Editorial Panel who meet regularly to review Neighbourhood Services publications, newsletters and leaflets to ensure the content and design is clear, user friendly and meaningful.
- 6 Seniors United**  
This is a forum for sheltered housing tenants to get together, share ideas and experiences and discuss issues relevant to their needs with the support of their Scheme Manager and Tenant Involvement Team.
- 7 Tenant Inspectors**  
Tenant inspectors audit the delivery of communal cleaning services and participate in estate inspections. Tenant Inspectors monitor the quality of service delivery against defined standards.
- 8 Focus Groups/Surveys/ Consultation**  
Tenants are either randomly selected or targeted to offer their views and opinions on key services, by either telephone, post or email.
- 9 High Rise Tenants Group**  
This group meets approximately four times a year to discuss and consult with the council on a variety of issues unique to high rise living.

By getting involved, you can tell us what matters most to you so we can better tackle your concerns and develop services to meet your needs.

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## Tenant satisfaction measures

The Regulator of Social Housing introduced a set of tenant satisfaction measures to see how well social housing landlords in England are doing at providing good quality homes and services to their tenants.

22 measures were introduced, with 12 coming directly from tenants' feedback from a survey and the rest are about meeting legal requirements around things like safety and repairs.

The survey asking for tenant satisfaction is carried out every year. We worked with MEL Research to carry out the survey to find out what tenants think about the housing services they receive from the council. The Regulator of Social Housing sets the format and questions for this survey, and we share the results with them every June. The regulator then reports and compares how everyone is doing and gives feedback on where landlords need to improve.

Out of the 4267 council properties rented at the time of the survey, 1027 tenants completed a survey either by phone, online or post.

## The survey results

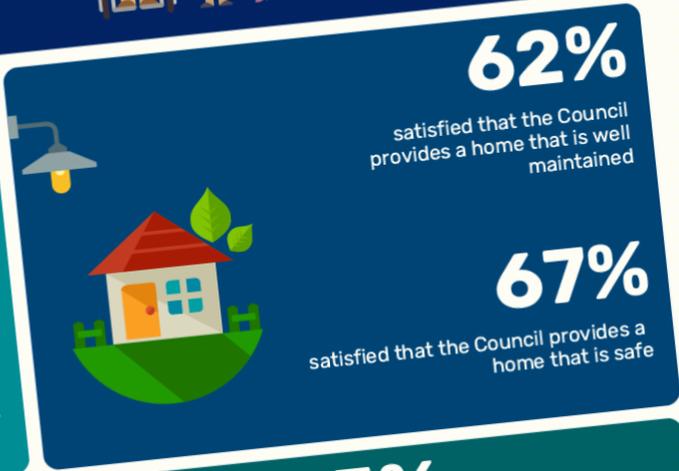
- 60% satisfied with the overall housing service provided
- 66% satisfied with the overall repairs service
- 59% satisfied with the time taken to complete most recent repair
- 62% satisfied that the council provides a home that is well maintained
- 67% satisfied that the council provides a home that is safe
- 49% satisfied that the council listens to their views and acts upon them
- 58% satisfied that the council keeps them informed about things that matter to them
- 65% agree that the council treats them fairly and with respect
- 26% satisfied with the council's approach to complaints handling
- 72% satisfied that the council keeps communal areas clean and well maintained
- 51% satisfied that the council makes a positive contribution to their neighbourhoods
- 46% satisfied with the council's approach to handling antisocial behaviour

Read a more detailed report on satisfaction on our website:

[www.tamworth.gov.uk/tenant-satisfaction-measures-and-performance-information](http://www.tamworth.gov.uk/tenant-satisfaction-measures-and-performance-information)

# TENANT SATISFACTION SURVEY 2025

Tamworth Borough Council commissioned M.E.L. Research to survey tenants so that we can see what is going well and not so well. The survey findings will help us to improve the quality of housing services we deliver to our tenants. 1,027 Council tenants took part, either online or by post or telephone.



Thank you to the tenants who participated in completing a survey and for sharing how you feel about Tamworth Borough Council's housing services. We will continue to work hard together with our tenants' groups to make things better for tenants based on what you have told us, and the improvements we make as a result will be published in our forthcoming Tenant Annual Report which tenants are able to view on the Council's website at [www.tamworth.gov.uk](http://www.tamworth.gov.uk)

2024-2025 in numbers

<p><b>HELD</b> <b>15</b> <b>IN-PERSON</b> <b>ENGAGEMENT</b> <b>EVENTS</b></p>	<p><b>SPOKE TO</b> <b>52</b> <b>PEOPLE</b> <b>OVER 10 TENANT VOICE</b> <b>STRATEGY ROADSHOW</b> <b>SESSIONS</b></p>	<p><b>DELIVERED</b> <b>32</b>  <b>COMMUNAL</b> <b>CLEANING</b> <b>INSPECTIONS</b></p>	<p><b>OPEN</b> <b>HOUSE</b> <b>NEWSLETTER</b> <b>PRODUCED</b> <b>QUARTERLY</b></p>
<p><b>TCG</b> <b>REPRESENTATION</b> <b>ON THE HOUSING</b> <b>AND HOMELESSNESS</b> <b>ADVISORY BOARD</b></p>	<p><b>TENANT</b> <b>TOUR</b> <b>OF MARMION HOUSE</b> <b>RECEPTION BEFORE</b> <b>IT RE-OPENED</b></p>	<p><b>76</b> <b>RESIDENTS</b> <b>JOINED OUR TENANT</b> <b>AND LEASEHOLDER</b> <b>CONFERENCE</b></p>	<p><b>100%</b> <b>ESTATE</b> <b>INSPECTIONS</b> <b>COMPLETED</b> <b>ACROSS</b> <b>10 WARDS</b></p>
<p><b>26</b> <b>WORKING GROUP</b> <b>MEETINGS</b></p> 	<p><b>HATE</b> <b>CRIME</b> <b>TRAINING FOR</b> <b>TENANTS</b></p>	<p><b>TWO</b> <b>PLANT</b> <b>A POT</b> <b>EVENTS,</b> <b>BRIGHT</b> <b>CRESCENT</b> <b>AND</b> <b>EDWARD</b> <b>COURT</b></p> 	<p><b>27</b> <b>ACTIVELY</b> <b>INVOLVED</b> <b>TENANTS</b></p>
<p><b>A FULL SUITE OF</b> <b>SERVICE</b> <b>STANDARDS</b> <b>CO-DESIGNED</b> <b>WITH TENANTS</b></p>	<p><b>HOUSING REVENUE</b> <b>ACCOUNT</b> <b>BUSINESS</b> <b>PLAN</b> <b>CONSULTATION WITH</b> <b>MEMBERS OF TCG</b></p>	<p><b>TCG</b> <b>PART OF INTERVIEW</b> <b>PANEL FOR</b> <b>KEY HOUSING</b> <b>JOB</b> <b>INTERVIEWS</b></p>	<p><b>TENANT</b> <b>PUBLICATIONS</b> <b>PRODUCED</b> <b>ANNUAL REPORT TO</b> <b>TENANTS AND THE</b> <b>HIGH-RISE HEALTH</b> <b>AND SAFETY BOOKLET</b></p>



Tenants at Seniors United.



Tenants at Hate Crime Training.

# Tenant involvement events



Plant a pot.



Plant a pot.



TGC tour of Marmion House before re-opening.



TGC member presented with a certificate from Tpas for long service as a volunteer.



Tenant training session.



Tenant voice strategy road show at sheltered housing.



Tenant voice strategy road show at Town hall.

## Tenant and leaseholder conference

Tenants were extremely enthusiastic about the success of the tenant and leaseholder conference. The event saw tenants and leaseholders to come together, speaking directly with the council and sharing their concerns, ideas, and experiences.

It was also an opportunity for us to talk about our future plans and ask tenants to help shape how they would like to get involved in moving forward. The conference showcased a range of examples where tenant involvement is making a real difference. These range from environmental improvements, delivery of housing services to producing informative publications for council tenants.



Tenant and leaseholder conference.



## Customer feedback

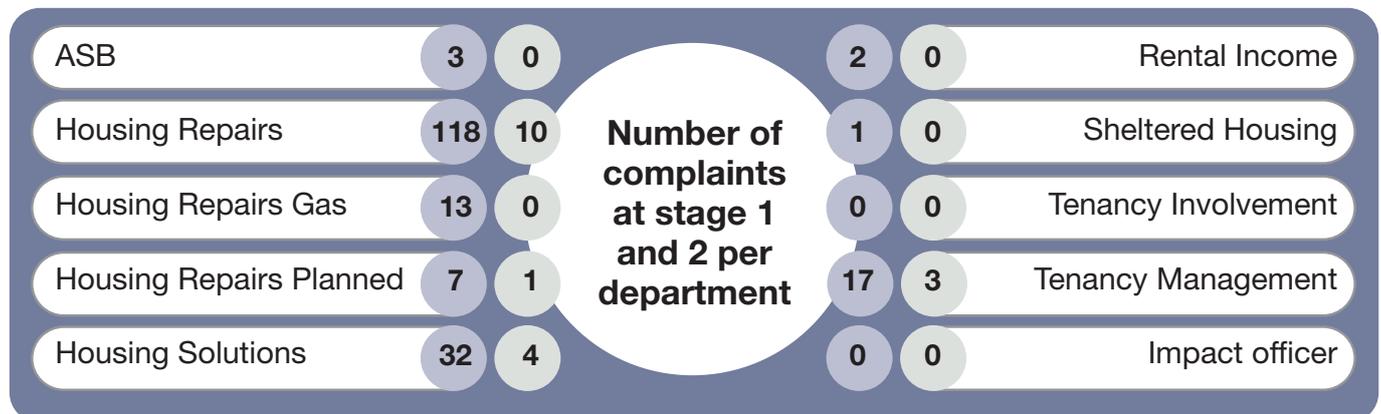
We want to offer a service that is right first time – every time. However, we know that not everything always goes to plan. All feedback, including complaints are valuable and we encourage tenants to tell us about their experience, good or bad, and suggest ways we can improve. Between 1 April 2024 and 31 March 2025 within housing, we received **531** complaints, compliments and requests.

	2021/22	2022/23	2023/24	2024/25
<b>Complaints</b>	242	88	176	211
<b>Compliments</b>	33	21	29	66
<b>Service requests</b>	48	170	241	254
<b>Total</b>	<b>323</b>	<b>279</b>	<b>476</b>	<b>531</b>

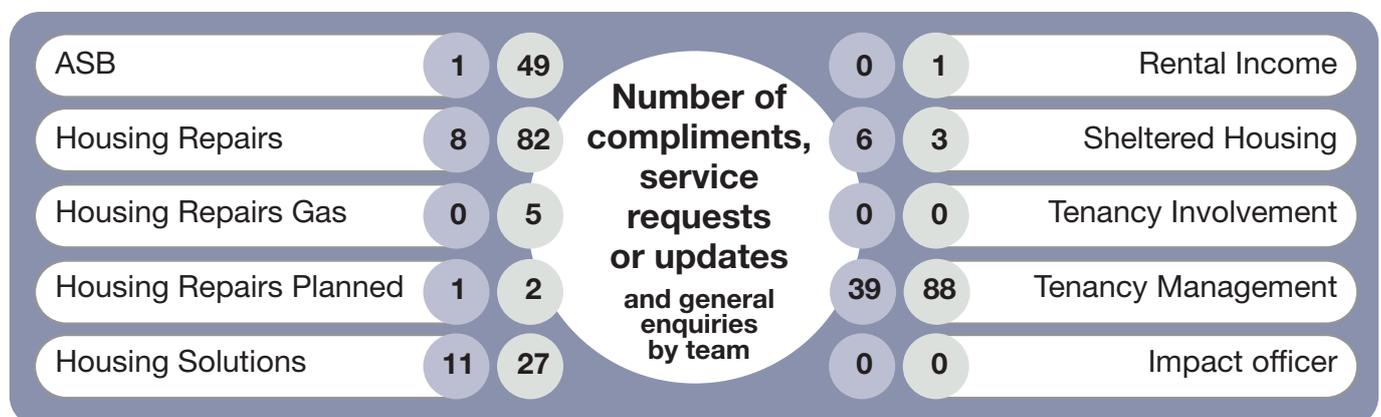
\*A service request is a request for information for ongoing issues, a councillor or MP enquiry etc.

	2021/22	2022/23	2023/24	2024/25
<b>Number of stage 1 complaints</b>	213	81	156	193
<b>Number of stage 2 complaints</b>	29	7	20	18
<b>Number of compliments</b>	<b>33</b>	<b>21</b>	<b>29</b>	<b>66</b>

Response times for Stage 1 complaints - 10 working days, Stage 2 complaints 20 working days.



● Sum of number of stage 1 complaints    ● Sum of number of stage 2 complaints



● Sum of compliments received    ● Sum of service requests/updates or general enquiries

## How can I make a compliment, complaint or leave a comment:

- Complete an e-form on the MyTamworth customer portal: [mytamworth.tamworth.gov.uk](http://mytamworth.tamworth.gov.uk)
- Phone us on 01827 709709.

- Email [complaints@tamworth.gov.uk](mailto:complaints@tamworth.gov.uk)
- Write to us at Marmion House, Lichfield Street, Tamworth, Staffordshire, B79 7BZ.
- Ask any member of staff to help.

## Self-assessment - housing ombudsman complaint handling code

Since 2023, we've published an annual self-assessment comparing ourselves to the housing ombudsman complaint handling code.

The self-assessment found strong compliance with the code in policies, procedures, and best practices. Highlights include:

- A two-stage council complaints process
- A universal complaint definition
- Timescales for accepting, acknowledging, and extending complaints align with the complaint handling code

## Housing Ombudsman Service

- Complaints performance is reviewed by various groups and committees

The results show the standards set out in the code are largely met, but a few challenges remain:

- Making sure that all teams handle complaints in the same way.
- Training staff so issues can be sorted more quickly.

These are key actions now in our improvement plan for the year ahead, working to make sure we're following best practice.

## Further actions

Improvement opportunity	Action plan
Learn from customer feedback to improve services	Use data and learning from complaints to identify where we can improve the experience for our residents.
Action tracker	Improve the way we monitor actions and learning from a complaint, making sure we follow all the necessary steps.
Housing complaints working group	Working group to meet regularly to look at complaints data, what issues we're seeing and look at how things could be improved.
Complaint response times	Working across housing to respond more quickly when complaints are raised. We'll do this by improving how we monitor time taken to respond.

If you would like to read the full report on our self-assessment visit our website [www.tamworth.gov.uk/comments-compliments-complaints](http://www.tamworth.gov.uk/comments-compliments-complaints) and click on Annual Complaints Performance and Service Improvement Report.

## What we spent

How we use the money we get from rents and charges, the figures are in millions of pounds.

Costs	2022/23	2023/24	2024/25
Landlord services –costs for running the service. Includes staffing costs.	£7.7m	£7.3m	£7.9m
Staffing costs – this is included in the figures above and shown here to you can see the details.	£3.9m	£3.6m	£4.1m
Repairs and maintenance	£6.2m	£5.5m	£7.4m
Reduction in the value of homes due to wear, ageing, or damage.	£15m	£12.9m	£12.8m
Increase in bad debt provisions. This is the money we can't collect. This could be because someone had passed away or gone bankrupt.	£0.2m	£0.2m	£0.2m
Interest on borrowing, this is the amount we pay to borrow money to help pay for our housing services.	£2.8m	£2.9m	£3.0m
Money collected from rent, service charges, interest, and right to buy sales.	£23.9m	£24.9m	£27.5m
Capital programme – this money is spent on large projects to make sure our homes are up to standard.	£13.9m	£11.3m	£6.6m

## The transparency, influence and accountability standard

### What's in store for 2025-2026

- New community estate day events. Tenants said they wanted more opportunities to talk to us in person and asked for community-based events and sessions.
- Getting to know you better. Develop an action plan from the most recent 'getting to know you better' survey and continue to gather up to date and current information from tenants. This will mean we can better meet the needs of our tenants.
- Roll out the 'getting to know you better' activities for our leaseholders.
- Deliver a variety of tenant lead engagement opportunities and events. Including seniors united sessions, TCG meetings, plant-a-pot events, high-rise TCG meetings and more.
- Refresh the quarterly tenant publication Open House. This will be co-designed with tenants from our tenant voice group.
- Host a tenant and leaseholder in person conference to hear from news from housing services, ask question and meet our teams from across the council.
- Review the homelessness and housing advisory board to strengthen independent tenant and leaseholder involvement.
- Improve services by learning from complaints and responding more quickly to complaints.
- New stronger service standards for all our housing services.
- Start a new tenant training and learning academy, to help tenants have a stronger voice in housing services.

# THE SAFETY

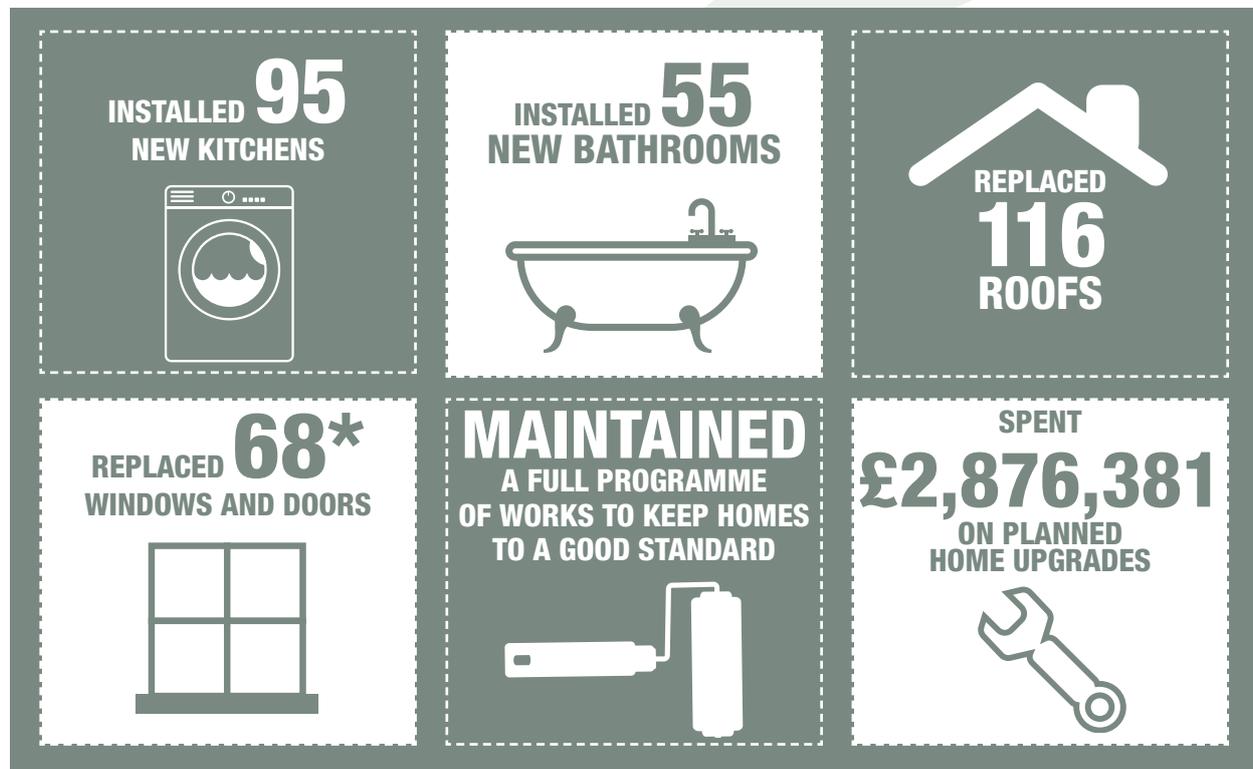
## AND QUALITY STANDARD



This standard is about the condition of all our council homes and the information about each of them making sure every home is safe and in the right condition.

We're committed to providing decent and safe council homes. Over the next 12 months, we will deliver a number of projects to continue to improve the safety of homes and the overall quality our service. Our systems will stay up to date with ongoing work that has already begun to meet the new regulatory standards.

### 2024-25 in numbers – planned works



\*Please note this number includes some partial replacements

# Responsive repairs

TARGET RESPONSE TO A  
STANDARD REPAIR

**26 DAYS**



**15,533**  
REACTIVE REPAIRS  
DELIVERED



SPENT  
**£2,953,420**  
RESPONDING TO REPAIRS



**81.93%**  
REPAIRS COMPLETED ON  
FIRST VISIT



AVERAGE SPEND  
ON REPAIRS TO AN EMPTY  
PROPERTY

**£3,846**



**24hr**  
REPAIRS  
PHONE LINE  
0800 183 0044

ATTENDED  
**9,721**  
REPAIRS APPOINTMENTS



**92%**  
OF EMERGENCY REPAIRS  
**COMPLETED**  
WITHIN TARGET  
TIMESCALE

ON AVERAGE IT TAKES  
**73.6 DAYS**  
TO TURN AROUND  
AN EMPTY HOME READY  
FOR NEW TENANTS



TARGET RESPONSE  
TO AN  
EMERGENCY REPAIR

**FOUR  
HOURS**

TARGET RESPONSE  
TO AN  
URGENT REPAIR  
**FIVE DAYS**

**218**  
EMPTY HOMES  
TURNED AROUND READY  
FOR NEW TENANTS



## Compliance with safety standards



### Legionella risk assessments

We're committed to the highest standards of water hygiene across all our homes. This is for both private and shared water systems that serve both tenants and leaseholders.

We've completed 29 comprehensive assessments across shared water systems, in homes such as sheltered and supported accommodation. Each assessment covers between six and 60 homes, depending on the size of the property. These assessments are a vital part of a proactive approach to maintaining safe and hygienic water supplies.

All residents are encouraged to remain vigilant and report any concerns related to water quality, such as any changes in water colour, unusual smell, or reduced pressure to the

repairs team on 0800 183 0044. Feedback helps maintain a safe living environment for everyone.

### Fire service review

Staffordshire Fire and Rescue Service carried out a full review of the riverside high-rise blocks.



**Staffordshire**  
Fire and Rescue Service  
preventing • protecting • responding

Inspections started on the top floor of each block and finished in the basements. They looked at how things work, any building improvements made and the condition of the buildings.

The fire service review was extremely successful with very positive feedback a few recommendations for improvements.

## Home adaptations

The right home environment can allow a disabled person to live more independently.

31 home adaptations were completed with every new referral being successfully assessed within six weeks. The main adaptation types completed were:

- Level access showers
- Stairlifts
- Ramps

This work had supported people to continue to live independently in their own homes.

### Trusted assessor training

Our team responsible for home adaptations are fully trained as trusted assessors. This means we can assess customers' needs and their home environment to recommend simple aids, equipment and adaptations to support the person to live independently.

Our team also support people in moving into homes that are the most suitable to their long-term needs. This helps make best use of our homes so that adapted homes are available to those that need them.

By having our own trained team of trusted assessors means we save money as we don't have to bring in occupational therapists from external contractors to assess for simple adaptations.

### Improving bathroom designs

Following feedback from tenants, we've made some big improvements to how we adapt bathrooms to better meet tenants' needs.

Instead of just swapping a bath for a shower, we now look at how to make the most of the space. Where possible, we install a larger shower (1m x 1m) to make room for equipment like shower chairs. We aim for walk in showers with no steps to help reduce slips and falls.



Old design.



New design.

We also fit easy-to-use taps and toilet flushers and make sure there's enough space around them for any extra equipment. Every adapted bathroom gets a full makeover, including decorating.

Tenants also now have more say in how their bathroom looks. Choosing from four tile colours, different flooring options, and paint colours. We'll talk through the design to make sure tenants are happy before any work starts.

We're working closely with our contractors to make sure the work is done to a high standard. Our technical officers and adaptations officers are there to support throughout the process and answer any questions.

When we assess a home, we look at the whole property—not just the bathroom—so we might be able to help with other things like ramps, stairlifts, or steps.

## How to apply for an adaption in your home

The first step for anyone struggling to manage daily tasks at home is to contact Staffordshire Cares for an initial assessment.

- For adults, please call 0300 111 8010, or email [staffordshirecares@staffordshire.gov.uk](mailto:staffordshirecares@staffordshire.gov.uk)
- For children, please call 0800 1313 126, or email [childrensotenquiries@staffordshire.gov.uk](mailto:childrensotenquiries@staffordshire.gov.uk)
- Also visit the [www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Your-social-care-journey/Funding-the-cost-of-care-and-support/Disabled-facilities-grants.aspx](http://www.staffordshire.gov.uk/Advice-support-and-care-for-adults/Your-social-care-journey/Funding-the-cost-of-care-and-support/Disabled-facilities-grants.aspx) for more information

An advisor will ask about how the person is managing at home and talk about what support they may be able to offer. This could be minor adaptations or equipment or, with the applicant's consent, they may be referred for additional specialist support. This could be a social care assessment or an assessment for more permanent adaptations if needed.

## The safety and quality standard – what's in store for 2025-26

- New team to tackle damp and mould.
- Continual improvement for repairs delivered by EQUANS.
- New policies covering all the health and safety areas: gas, electric, asbestos, water hygiene, fire, lifts including better monitoring and action tracking.
- Improvements to disabled facilities and adaptations.
- New and improved standard for when an empty home is ready to let.
- Every year update our high-rise health and safety booklets.
- Every year update our sheltered housing handbook.

# THE TENANCY

## STANDARD



This standard is about how we fairly allocate and let homes, and how we manage and end tenancies.

We had 529 housing applicants on the housing waiting list on 31 March 2025.

<b>Band 1</b> 89	<b>Band 1+</b> 1
<b>Band 2</b> 262	<b>Band 3</b> 133
<b>Band 4</b> 44	
	<b>Total</b> 529

Our website has more information about applying for housing at [www.tamworth.gov.uk/housing/applying-council-housing/about-council-housing](http://www.tamworth.gov.uk/housing/applying-council-housing/about-council-housing) and if you click on the link call “a guide to finding a home” on that page, it will explain the different band numbers, what they mean and how they assessed.

### 2024-25 in numbers



## Supported housing

Our supported housing service provides high quality, short-term accommodation and support for those who are faced with homelessness. The team provides personalised support to residents, where many are living independently for the first time. Where needed, when a person moves into their own permanent home we offer them a ‘floating support’ service for up to six weeks. This is to help the transition go as smoothly as possible and give tenants the best possible chance at maintaining a successful tenancy.

“ I am so grateful my daughter started her adult life in supported housing; the team were amazing and the support she received enabled her to progress massively.

”

*Mother of former supported housing tenant.*

### Supported housing activities

Activity	Feedback from residents
<p><b>Cooking classes</b> 12-week course run by The Hub, in the castle grounds, to help people live independently and create a sense of friendship. The ingredients are provided by The Hub, and we sort transport and childcare if needed.</p>	<p>“I found them very interesting. It was good to get out and have some fun and socialise with others. I was really looking forward to taking part. And my son enjoyed being there”</p>
<p><b>Christmas craft activity</b> Hosted by St Andrews Church, residents were given a variety of craft supplies including clay to make tree ornaments, Christmas decorations and cards. Santa paid a special visit and every child taking part was given a present.</p>	<p>“It is going to be my son’s first Christmas, and we just made his first card!”</p>
<p><b>Easter craft activity</b> Hosted by St Andrews Church, residents were given a variety of craft supplies to make easter cards, decorations and bags. Every child taking part was given an easter egg.</p>	<p>“It was a great opportunity to meet other people living in the scheme, my daughter enjoyed playing with other children”</p>



Members of supported housing team.



Easter craft activity.



Christmas craft activity.

## Voids and allocations

A void is an empty home, often in need of repair and maintenance before a new tenant can move in. The team handle various aspects of council housing, including letting properties, managing mutual exchanges and the incentive to move scheme.

“ I just wanted to say thank you for helping me and housing me... although you do this day in and day out, I just wanted you to know you’ve changed my life.

”

*Compliment from new council tenant*

HomeSwapper – free for Tamworth Council tenants to find mutual exchanges.



## Did you know?

We've reduced the number of hard to let properties from **10 to 0**

The team now complete the **government CORE form submission in house**, recording on a national platform the lettings and details undertaken by Tamworth

The number of mutual exchanges increased to **37**, up from 14 from the year before.

Over 80% people accept the new home they are offered.

Between January 2024- January 2025 **176** decorating vouchers were given out, total value £21,100.

**Supported multiple tenants through temporary moves.** Across the last 12 months there have been approx. Five-seven households in temporary homes at any one time.

## Housing solutions

The team provides advice and support for anyone facing housing issues, including homelessness or the risk of homelessness. They also guide on available housing options.

“ I cannot thank you both enough, my mental health was really bad with everything going on and I feel so much better now after our visit, I feel excited for the future and I cannot wait to get settled, you were both really kind, thank you so much.

”

*Compliment from applicant on housing register*

## Did you know?

<p><b>We've made big improvements</b> to how we work and share information, making it easier for customers to get clear, consistent answers.</p>	<p><b>We closely monitor our performance</b> so we can be flexible and support where most needed.</p>
<p><b>We have a successful partnership</b> with Staffordshire social services to deliver the 'house project'. Supporting those leaving care, offering a home and support to make sure they succeed on their own.</p>	<p><b>Advisors join regular housing meetings</b> to make sure homes are allocated fairly and consistently, and they help keep the process clear and transparent.</p>
<p><b>Improved processes</b> so we can collect the right documents when people make a housing application, making the process smoother and quicker for customers.</p>	<p><b>Waiting lists reduced</b> and customer response times are now within the 14-day target.</p>

### HOMEHub

The HOMEHub project, led by Citizen's Advice Mid Mercia and launched in September 2023, continues to support local people.

The HOMEHub helps people who are experiencing issues such as mental health, relationship breakdowns, housing problems, needing help with benefits, debt, addiction, or finding work, where those issues may mean they are at risk of becoming homeless. By supporting people we're working to help prevent them from losing their home.

Most people are referred to the service through the Community Together helpline and the hub café, and they are working with us to increase referrals.

Since the project began, over 500 people or families have been supported, with more than

280 outreach sessions delivered. So far, 153 people have received basic furniture, 45 have found jobs or training, and over £1.1 million in extra income or benefits has been claimed by those who need them.

#### Success story

A client with multiple mental health conditions, including ADHD, autism, chronic depression, and anxiety, was experiencing conflict with neighbours due to their loud outbursts triggered by stress. They were worried about being reported for antisocial behaviour. With support from HOMEhub, they wrote a letter to explain their situation and invited their neighbours for a chat at the hub café where the HOMEhub team helped meditate. After talking things through, the neighbours were more understanding and offered to help if things got difficult again. This helped avoid any antisocial behaviour complaints and kept their housing secure.

## Sheltered housing

Sheltered housing provides people aged 55 and over with another housing choice in Tamworth. It helps people continue to live independently

while having a little extra in home support. Each home offers social activities to combat loneliness and create a feeling of community.

### 2024-2025 in numbers



\*These figures run from 1 July 2024 due to a change in lifeline provider in June 2024.



Bright crescent sheltered housing scheme.

## Plant-a-pot at sheltered housing

We successfully held two plant a pot events at different sheltered schemes. The events help create a sense of community, combat loneliness and encourage tenants to take a sense of ownership and pride in their outdoor spaces.

“ A very social event that brought residents together. ”

*Bright Crescent tenant*



Edward Court plant a pot.



Bright Crescent plant a pot.

## New lifeline equipment coming to Thomas Hardy Court

Work is currently underway to replace and update the lifeline equipment at Thomas Hardy Court. Ahead of this work, our supplier visited scheme residents and showed what the new equipment would look like and explained about the additional services the new equipment offers.



Sample of the new call systems that will be installed in tenants' homes.

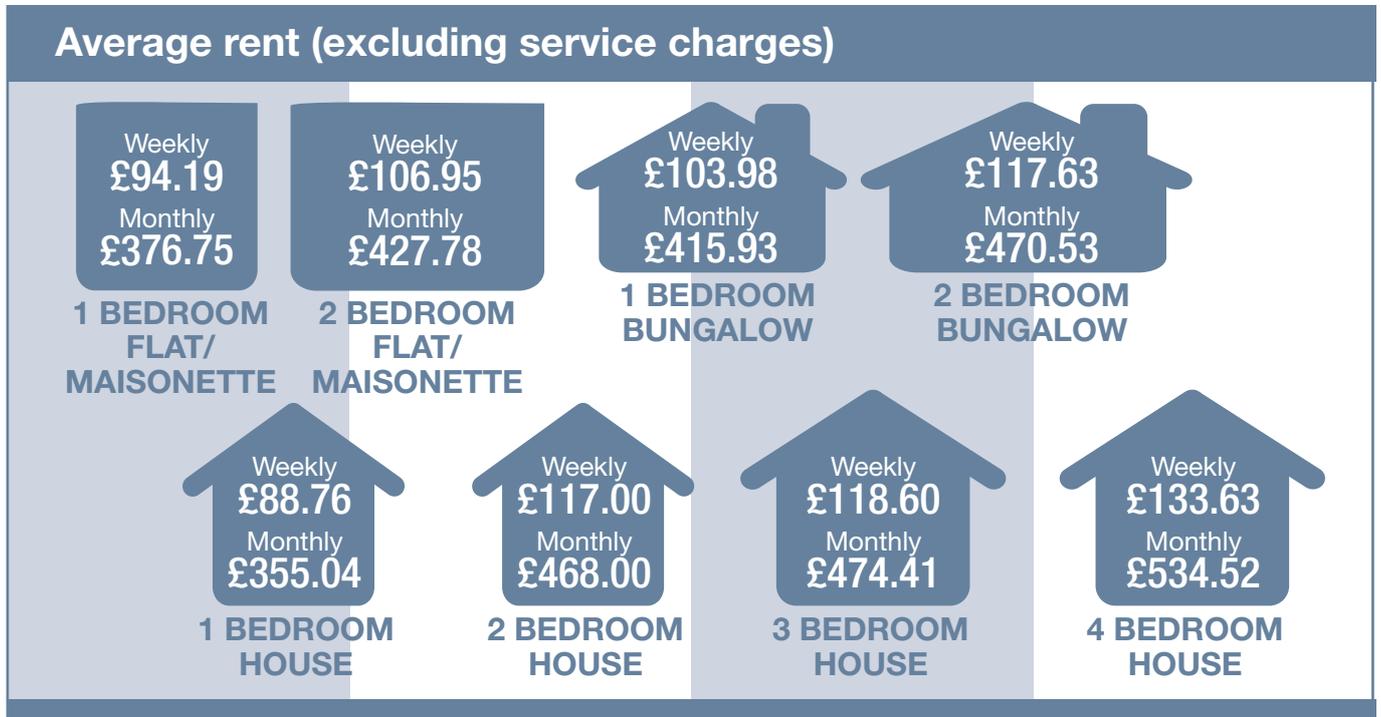


Tunstall discussing and demonstrating how the new equipment will work.

## Income management

Our income management team looks after all housing rent payments, including setting up payment arrangements, helping tenants when they are behind with their rent, providing rent

statements, and making sure rent is collected. This includes following up where people owe money. The team work hard to keep rent at an affordable amount for our tenants and work closely with tenants to help them maintain their tenancy.



Rent is calculated across the full 52-week year, but we spread the total cost over 48 weeks. This means you'll have four weeks where no rent is charged, unless you are behind with your rent payments, which means you are expected to continue to pay.

## 2024-2025 in numbers

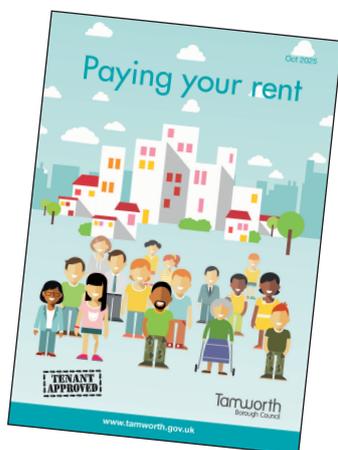
<p>Four households were evicted from their home. Eviction is always a last resort.</p>	<p>We work to help people before there is a crisis and get too far behind with their rent. Contact us if you are struggling with money worries.</p>
<p>Quarterly rent incentive draw continues with a prize of £250 to encourage tenants to keep a clear rent account.</p>	<p>Notices of seeking possession. <b>571</b> notices seeking home possession were issued for people owing too much rent.</p>
<p>Rent arrears: At the end of the year, unpaid rent was <b>2.01% of the total rent due</b>, slightly better than <b>2.22% last year</b>.</p>	<p>Rent collection: We collected <b>103.56% of the total rent due</b>, compared to <b>102.66% last year</b>. (This figure is over 100% because it includes payments from previous years).</p>

## New 'paying your rent' leaflet

Our 'paying your rent' leaflet includes lots of useful information on how we work with tenants to help them maintain their tenancy.

A copy can be found on our website:

<https://www.tamworth.gov.uk/council-tenants-hub/paying-your-rent>



## Hardship fund as of 31 March 2025

The hardship fund has continued to be used over recent years to support those struggling to make ends meet.

The purpose of the fund is:

- to help tenants suffering financial hardship
- to help reduce poverty and stress
- to reduce the temptation for tenants to use loan sharks (illegal money lenders)
- to sustain tenancies, so people keep their home.

Total number of hardship fund applications	Application approved	Application refused	Application cancelled	Application awaiting evidence	Application awaiting quotes
22	10	5	2	5	0
Annual hardship fund budget: <b>£20,000</b>					
Total spent as of 31 March 2025: <b>£3,744.11</b>					
Remaining hardship fund available: <b>£16,255.89</b>					

## Successful case study

A tenant who was struggling with their mental health asked their income officer for help as they owed rent. The officer gave support through home visits, helped the tenant contact mental health services by offering the use of their phone, and made referrals to organisations like Citizens Advice Mid Mercia and Tamworth vulnerability partnership. These helped the tenant sort out issues with universal credit and get financial support, and pay off some of the money owed. Thanks to this help, the tenant was able to improve both their finances and wellbeing and now manages their tenancy on their own.

“Feels a massive dark cloud has been lifted. Thanks for everything you are one in a million, the care and compassion you show is second to none, we really appreciate you.”

*The council tenant*

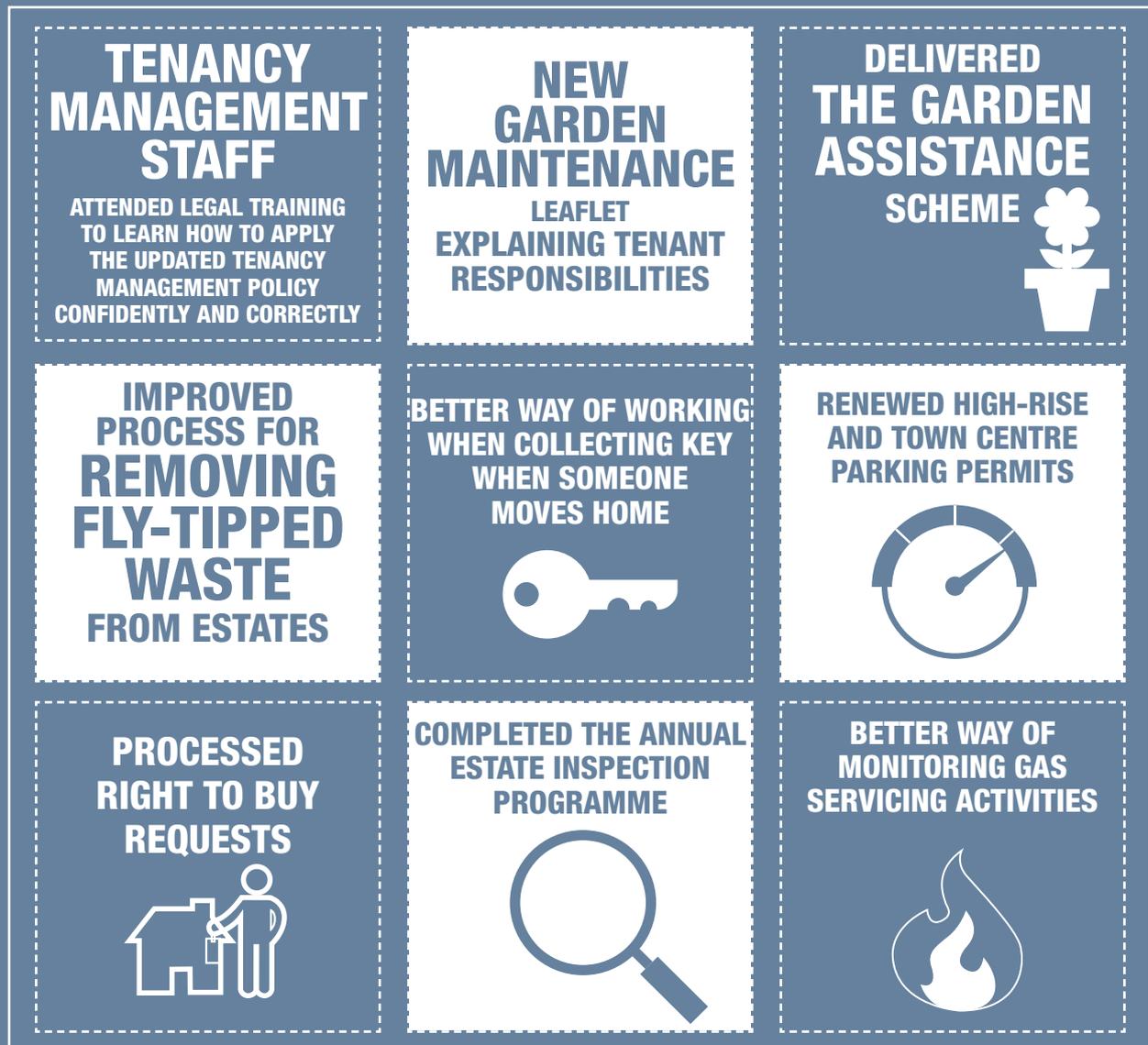
## Estates and tenancy management

Our estates and tenancy team deliver tenancy management, estate inspections, and tenant support.

Some of key services they provide include:

- Home visits to all new tenants to help them settle in, to give advice on their responsibilities as tenants, and to make them aware of the services we provide.
- Investigate reports of subletting and abandonment.
- Manage a range of changes including succession, survivorship, assignments requests, adding someone to the tenancy, ending a tenancy, name changes, request for pets and lodgers.
- Arranging temporary moves if needed.
- Estate inspections, which focuses on a wide range of neighbourhood matters that impacting a tenant's enjoyment of their home/environment i.e. communal bins, green open spaces, gardens etc.

### 2024-2025 key facts



## Updated tenancy management policy

In November 2024 our tenancy management policy was updated to make it easier for tenants to read and understand.

The new tenancy management policy sets out how tenancies are managed from start to finish and everything in between!

The aims of this policy are to:

- clearly detail the types of tenancies offered
- provide a high-quality tenancy management service to prospective and current tenants, in line with legislation, regulation, the allocations policy and best practice
- make sure tenants clearly understand their rights and responsibilities
- respond to the changing needs of tenants
- make best use of housing stock meeting existing and future tenants' needs
- make sure tenants have the right home for them, for as long as they need it
- support tenants to feel empowered to achieve their housing aspirations and importantly sustain their tenancy
- comply with all relevant legal and statutory requirements
- Show how housing services help deliver the council's aspirations for Tamworth

### The tenancy standard

#### What's in store for 2025-2026

- Produce annual report on homeless/general lettings.
- Develop temporary accommodation policy.
- Update the lifeline and fire alarm system at Thomas Hardy Court.
- Review of the sheltered scheme handbook and all sheltered scheme literature.
- Deliver the annual health and safety programme across all schemes.
- Review and update the service charge and rent setting policy.
- Support community engagement events by offering customer advice and support.
- Deliver on the neighbourhood investment programme.
- Produce a series of user-friendly tenancy management factsheets.
- Carry out the annual estate inspection programme.
- Develop a series of key service standards across all housing services.

# NEIGHBOURHOOD

## AND COMMUNITY STANDARD



This standard is about how we work with other organisations to make sure tenants live in safe, well-maintained neighbourhoods and feel safe in their homes.

### Tenant voice

#### Tenant inspections

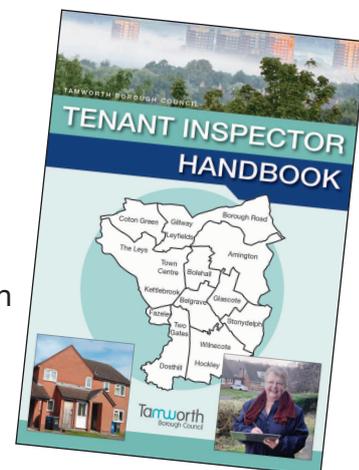
Tenant inspectors play an active role in making sure that communal areas (like halls, stairwells and shared spaces) are cleaned properly and that estates are well-maintained.



From checking cleaning standards to identifying issues such as overgrown gardens, graffiti, or fly-tipping, tenant inspectors serve as our eyes and ears on the ground. They identify problems that might be overlooked to make sure that everyone's voice is heard.

#### New tenant inspector handbook

A new tenant inspector handbook has been created to explain clearly what a tenant inspector does and how they can make a positive impact on their local community. It contains important information on health and safety and codes of conduct.



The handbook also details the cleaning standards for different types of buildings to help inform our tenant inspectors on what to look for when out on inspections.

#### Estate cleaning inspections

We have over 79 high-rise, low-rise, and sheltered accommodation buildings that have communal cleaning services. We ask tenant inspectors to help inspect these areas to make sure they meet the relevant standards for each building. This includes checking dust levels, the cleanliness of floors, walls, windows, and rooms (such as chutes, kitchens, and laundries) to make sure standards are being met.

### 2024-25 in numbers

WE HAVE  
**32**  
ESTATE CLEANING  
INSPECTIONS



THIS YEAR,  
**15**  
REPAIR ISSUES  
IDENTIFIED  
AND REPORTED  
BY TENANT INSPECTORS

THIS YEAR,  
**10**  
HEALTH AND SAFETY  
ISSUES IDENTIFIED  
AND REPORTED BY  
TENANT INSPECTORS

### Annual programme of estate inspections

Estate inspections assess the standards of service being delivered, identify areas for improvement and generally identify any action needed to be taken to address tenancy breaches. There is a commitment to inspect all housing areas on a regular basis, and inspections are jointly carried out with tenant inspectors and council officers.

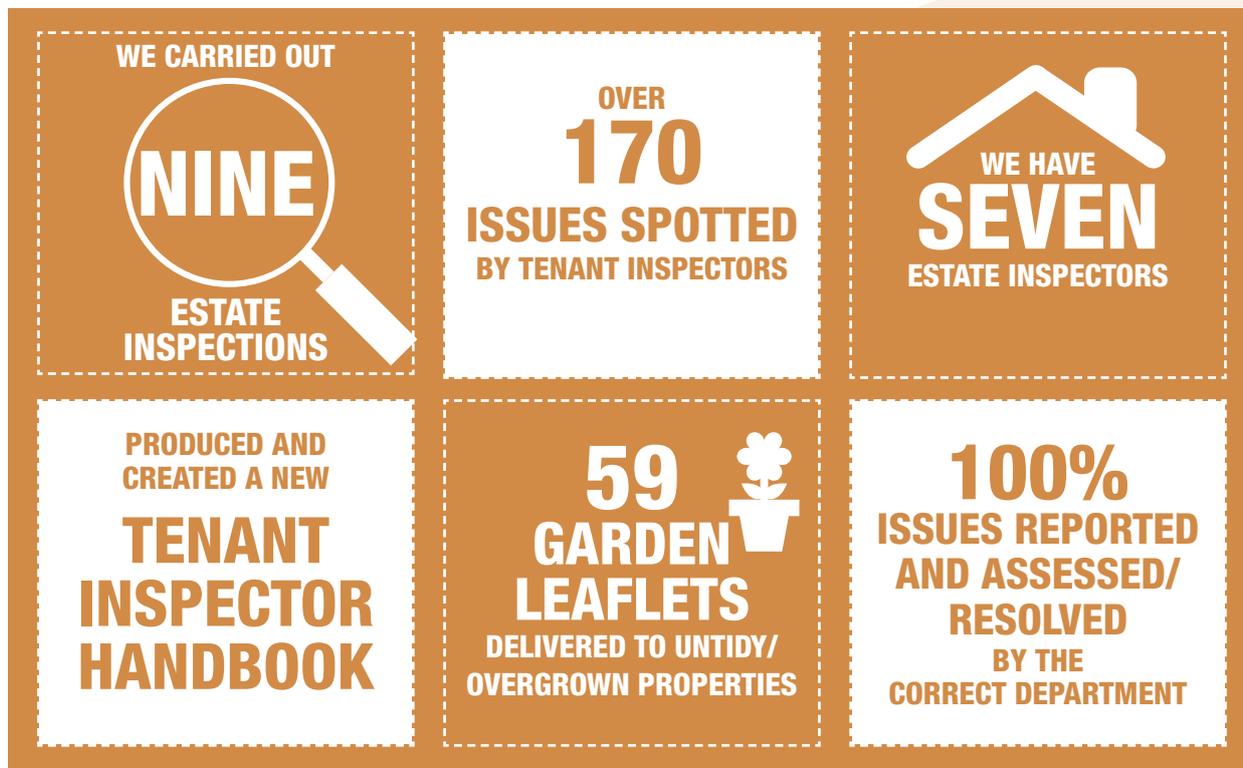


Stairs identified as not up to standard on cleaning inspection.



Stairs after estate cleaners responded to cleaning inspection.

### 2024-25 in numbers



Issue identified by tenants during an estate inspection.



Same area a short while after the issue was reported.

### End of year review

Tenant inspectors come together at the end of the estate cleaning and estate inspection programmes to talk about their findings, highlight any common themes and address any areas for improvements for the future.



## Closed- Circuit Television (CCTV) monitoring and shared service agreement

CCTV services in Tamworth are provided in partnership with West Midlands Combined Authority and help develop a safe and secure community across Tamworth. This year West Midlands Combined Authority won 'Best Team' at the British Security Awards.

An independent assessment of the service and a data privacy impact assessment was carried out, making sure all 15 cameras were in good working order and complied with regulations.

The annual programme of upgrades makes sure systems are fit for purpose. £40,000 was spent to upgrade the wireless link at the council depot in Amington, Riverside Retail, Castle Grounds and Ankerside. £18,000 was also invested in upgrading the CCTV system at Eringden which has 27 cameras inside the building and three outside providing reassurance and safety to residents.



West Midlands  
Combined Authority



CCTV signs have been updated and are being installed around the borough and on council buildings.

For more information on CCTV monitoring across Tamworth please visit our website at [www.tamworth.gov.uk/community-safety/cctv](http://www.tamworth.gov.uk/community-safety/cctv)



## CCTV in operation

Images are being monitored and recorded for the following purposes:

**Public Safety**

**The Prevention and Detection of Crime**

**Site Management and Administration**

Images may be used to assist the prosecution of offenders

For further information contact:

Tamworth Borough Council, Marmion House,  
Lichfield Street, Tamworth, , Staffordshire, B79 7BZ  
Tel: 01827 709709

**Tamworth**  
Borough Council

## Tenant consultative group (TCG) visits the CCTV control room

Our tenant consultative group visited the CCTV control room in Birmingham, giving an opportunity to see firsthand the cover CCTV provides and to scrutinise the service provided directly with members of staff at the control room.

“ I found it so interesting that I could have been there all day watching what happens. The guy who we stood next to while he was working was excellent, he was showing us and explaining what he was doing and answering questions.

*Compliment from member of TCG.*



## Riverside high-rise flats

The housing regulatory and high-rise co-ordinator works with tenants to help create a sense of community within the high-rise blocks.

They support health and safety and help with any tenancy management issues that tenants may have.

## Did you know?

Fire alarms tested every month	Door entry codes tested every month
Delivered a high-rise newsletter four times a year. Newsletter supported and written with tenants	New high-rise tenant consultant group meets four times a year
Health and safety checks made at the high-rise social club every month	We support and provide extra welfare checks if the lifts are not working
Health and safety guide updated and delivered to tenants every year.	We flush the water systems every week at the high-rise social club to reduce the risk of legionella

## High-rise tenant consultant group



A new group for high-rise tenants has been set up. They regularly meet with council staff to provide on input on services, discuss any concerns and help shape housing related processes and practices. This group also reviews any high-rise communication and publications, to make sure they are clear and accessible.

### New high-rise sign-up checklist

New high-rise tenants fed back to say they thought some important information was missing at the start of their tenancy.

We've worked to improve this, and we now have a high-rise sign-up checklist. The checklist includes instructions on how to use storage heaters, information about the basement storage shed and responsibilities for communal area cleaning.

### Fire service training exercise

In May 2024, fire service crews from Tamworth, Burton, Barton Under Needwood, Mercia, Polesworth and West Midlands Fire Control took part in several different training scenarios at Stanhope House.



The aim was for all firefighters to become familiar with the layout of the high-rise blocks and the different challenges these unique blocks present in an emergency. Crews are now better prepared should they need to support tenants in an emergency.

### New tenant high rise newsletter

Feedback from high-rise tenants expressed a desire for more communication from the council and to be kept more informed about council activities and services. Tenants also asked to have fewer letter drops across the blocks as information felt repetitive and there were concerns for the environmental impact of so many letters.

We now have a specific high-rise newsletter delivered to tenants four times a year. It contains information tenants have asked for, including parking permit information, communal areas and spaces, cleaning service standards, health and safety, tenancy issues and more.

This newsletter is created with the high rise tenant consultant group who approve every issue before it is distributed.



## Eringden high-rise flats

Eringden high-rise flats have a resident support officer to help tenants feel comfortable reporting issues such as fly-tipping and antisocial behaviour. The support officer is a dedicated resource to help tenants address any local issues. They support with security and provide a point of contact for tenants, along with helping to organise events to foster a sense of community and improve tenants' quality of life.

### Did you know?

Every month, our support officer runs a 'cleanest landing' competition to encourage tenants to take pride and ownership of the building they live in	Deliver a newsletter to the Eringden tenants four times a year.
Fire safety checks every week	Building checks for repairs, bulk waste, hygiene is carried out twice a day – Monday to Friday.
We flush the water systems every week to reduce the risk of legionella	Visual checks to all fire doors four times a year
Our support officer has organised several group walks across to the local food bank	Fun activities offered to tenants such as easter hunts and trick or treating
Welcome pack issued to each new tenant within four weeks of moving in	Health and safety checks carried out every week

### Antisocial behaviour

Our antisocial behaviour team, called the neighbourhood impact team, helps sort issues of antisocial behaviour experienced by residents. The team is made up of four specialist officers who manage reports of antisocial behaviour, abandoned vehicles and work in communities to raise awareness of antisocial behaviour and what to do about it.

If you need support from the team, contact:

Tel: 01827 709709

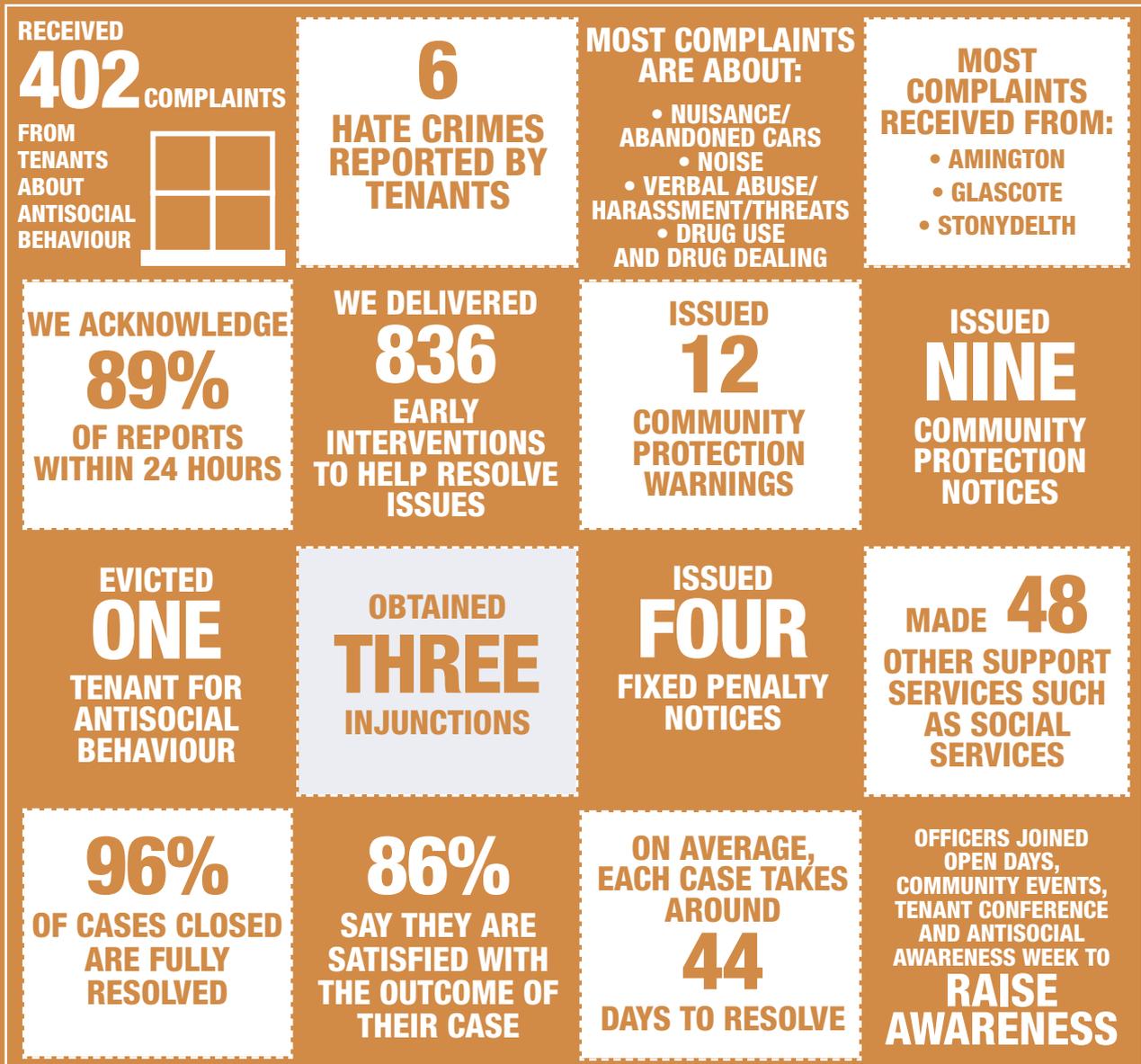
Email:

[neighbourhoodimpactteam@tamworth.gov.uk](mailto:neighbourhoodimpactteam@tamworth.gov.uk)

Report it online via: [www.tamworth.gov.uk/anti-social-behaviour-incident](http://www.tamworth.gov.uk/anti-social-behaviour-incident)

#### Success story

The team received a report about a dog that wouldn't stop barking. When the team investigated, they found a deeper issue involving financial abuse. The tenant was found living without food or money, while a controlling third party held their bank card and made decisions on their behalf. Safeguarding teams were brought in, the tenant was moved to respite care, and the individual was removed. Over time, the dogs were rehomed, and the tenant was relocated to a safe new home. This case, which took over a year to resolve, shows how antisocial behaviour often requires support from multiple agencies and a compassionate, persistent approach.



**Enforcement (other)**

Issued **3 Notices Seeking Possession (NSPs)** issued

Obtained **1 home possession order**

**1 tenant sent to prison**  
12 months

“ You have been nothing but kind and understanding on my situation and I truly cannot thank you enough for this. I experienced one of worst situations in my life, I will always be grateful for how you helped me through this, you are truly a professional lady and I am so grateful that you supported myself through this, I know I would not been unable to carry on without your support, emotionally and or professionally. ”

*Compliment from resident after their case had been resolved.*

## Did you know?

This year we trialled ‘drop-in surgeries’ to help people report concerns	Partners against business crime in Staffordshire (PABCIS) meetings attended and signed up to the DISC* app for current exclusion orders in Tamworth
New triage system fully up and running, to better support victims of antisocial behaviour	
Tenant led antisocial behaviour scrutiny group held four times in the year	
Joined open days, tenants and leaseholder conference, ASB awareness week and other community engagement events to reach local people	
Officers received nationally recognised BTEC training in advanced community safety casework management	
	Our internal processes reviewed and updated to make things easier for the customer
	Worked more closely with partners, including weekly meetings with police to solve cases on their patch
	<i>* The DISC app is an online information-sharing system used by communities, businesses, and local authorities to help reduce low-level crime and anti-social behaviour</i>

## The neighbourhood and community standard

### What's in store for 2025-2026

- Deliver a full and comprehensive programme of estate inspections.
- With tenant inspectors, deliver a full cleaning services and standards inspection programme on all communal areas.
- Seek antisocial behaviour HouseMark accreditation to show that we work in line with regulatory standards and good practice.
- Live web streaming of our CCTV for use in emergencies.
- Annual independent assessment of our CCTV service.
- Upgrade CCTV infrastructure.
- Hold antisocial behaviour scrutiny group four times a year for tenants and residents to scrutinise our service.
- Begin outlining a new CCTV service agreement (current one expires in 2027).
- Make sure staff are trained and knowledgeable about the new crime and policing bill due in 2026, and what it means for Tamworth.

# YOU SAID, WE DID

Below, is a selection of some of the main ‘you said, we did’, headlines that the tenant consultative group have identified from a range of sources

You said	We did (or didn't)
<b>Riverside high-rise flats</b> We'd like more information about council services	Launched a new high-rise newsletter exclusively for the riverside high-rise flats.
<b>Antisocial behaviour</b> We need to see more antisocial behaviour officers on estates  You don't always act on antisocial behaviour reports	Held community surgeries around the borough. Officers also went along to other events and went out into communities as part of antisocial awareness week in November 2024.  Sometimes, complainants do not leave their contact details or will report an issue once and think that no further input or information is needed.  In reality, we need to work in partnership with the complainant, gathering evidence of an ongoing pattern of antisocial behaviour so we can challenge the behaviour and find a solution that works for everybody.
<b>Voids and allocations</b> We need more in person support when signing a new tenancy.	We changed our approach to make sure there are opportunities for in person support for those who'd like that.  We've also simplified the information on our website to make information easier to find and read
<b>Sheltered housing</b> Bright Crescent residents said they were worried about the state of the woodwork around the outside of their homes.	The woodwork has been painted and repaired.

## You said

### **Tenant voice**

Tenants already involved in shaping housing services asked for clarity on what was expected of them from the working group meetings- what level of input/feedback/ suggestions was needed for different agenda items.

## We did

When anyone wants to talk to any of our groups, they now have to be clear on what they are asking and why.

We've also produced a 'hints and tips' guide for presenters to help them get the most out of their sessions with working groups.

# VALUE FOR MONEY



We recognise the importance of demonstrating value for money, which doesn't only mean keeping costs to a minimum. Value for money is also achieved through the following:

- Comparing costs and performance with other similar housing providers. We assess value for money by using an independent organisation called HouseMark. This organisation compares our services with others, and they report every year on ways we can improve.
- Monitoring whether tenants feel the money they pay in rent is providing value for money - this is asked in the annual tenant satisfaction survey.
- Continuing to remove old inefficient gas boilers and install new 'A' rated alternatives. This lowers heating and hot water costs for tenants.
- Monitor and review how we spend money, especially where spending is high.
- Regularly review our processes to see what we can do differently to be more cost effective without reducing services.
- Providing hands on support to those at high risk of becoming homeless, this has been successful, reducing the numbers of people in this situation. It has also reduced the amount and cost of empty properties.
- Robustly managing and monitoring performance, with clear expectations and standards.
- Investing in council homes to maintain them at a high standard for both current and future tenants.

## Highlights

We have a number of important performance indicators which have been agreed as priorities with tenants.

Here we compare these over three years and show the performance figure of the best housing providers in the country so you can see how we're doing.

Performance indicator	2022/23	2023/24	2024/25	Top performing housing providers*
Overall tenant satisfaction with landlord services	78%	58%	60%	86%
Average time between lettings	52 days	73 days	52.5 days	25.92 days
Tenant satisfaction with communal cleaning	76%	68%	72%	n/a
Gas servicing CP12	99.93%	100%	100%	100%
% of repairs completed at first visit	87%	89.6%	81.93%	91.12%
Satisfaction with responsive repairs	85.6%	89.6%	66%	93%
Rent arrears as a percentage of rent due	2.60%	2.22%	2.01%	–
Number of evictions	9	8	4	n/a

## Summary of housing services key highlights 2024-2025

These key achievements highlight how we have performed over the past 12 months. This is an important way for tenants to see the progress being made in maintaining safe, good quality homes and neighbourhoods. These achievements reflect our ongoing commitment to delivering responsive, tenant-focused services and building resilient communities.

- Tenant engagement and voice
  - Held 15 tenant engagement events, including the tenant and leaseholder conference attended by 76 tenants and leaseholders.
  - Launched the 'getting to know you better' survey, to better understand tenant needs.
  - There are 27 actively involved tenants, with 26 tenant working group meetings held.
  - 100% of estate inspections completed.
  
- Repairs and maintenance
  - 15,533 responsive repairs completed, 82% completed on the first visit.
  - 218 homes which became vacant were repaired and made ready for new tenants, with an average turnaround of 73.6 days.
  - £2.9 million spent on responsive repairs.
  - £2.8 million spent on planned works, including:
    - 95 new kitchens, 55 bathrooms, 116 roof replacements and 68 window and door replacements.
  
- Safety and compliance
  - 100% of homes had gas safety checks.
  - 1,989 electrical surveys and 29 legionella risk assessments completed.
  - Successful Staffordshire Fire and Rescue review of high-rise blocks.
  
- Neighbourhood and community
  - Completed 32 estate cleaning inspections and nine estate inspections.
  - Over 170 issues identified and resolved through tenant inspections.
  - CCTV upgrades across key areas, including Eringden flats.
  
- Tenancy and housing management
  - 234 properties let.
  - Four evictions, with a strong focus on early intervention and tenancy sustainment.
  - £3,744 from the hardship fund used to support tenants in financial difficulty.

- Antisocial behaviour
  - 838 early interventions and 48 referrals to other support services.
  - Held the antisocial behaviour scrutiny group four times, also increasing more outreach and community-based activities.
- Supported and sheltered housing
  - 100% of new sheltered tenants visited within 24 hours of moving in with all having tenancy plans within four weeks.
  - Plant-a-pot events held at Bright Crescent and Edward Court to encourage friendships and a feeling of community.

### Coming soon – new competence and conduct standard

From October 2026, all social housing providers must meet a new competence and conduct standard introduced by the Regulator of Social Housing.

This change will make sure that all staff working in housing are properly trained, behave respectfully, and deliver high-quality housing services.

The new standard means:

- Staff must have the right skills and qualifications
- Senior managers must hold or work towards a housing qualification
- Landlords must have a plan to train staff
- A clear code of conduct must be followed by all staff and contractors

The aim is to make sure tenants feel safe, respected, and listened to. We're already reviewing our training and conduct policies to meet the new requirements and make sure tenants benefit from improved services.

**If you require this information  
in another format or language,  
please call 01827 709709 or  
email: [enquiries@tamworth.gov.uk](mailto:enquiries@tamworth.gov.uk)**

**[www.tamworth.gov.uk](http://www.tamworth.gov.uk)**

Marmion House, Lichfield Street, Tamworth, Staffordshire B79 7BZ. Tel: 01827 709709

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