

HOUSING ANNUAL REPORT 2024-25



WELCOME & INTRODUCTIONS



Cllr Bill Hartnett, Redditch Borough Council Portfolio Holder for Housing

This year's Housing Annual Report is an honest reflection of our progress, challenges, and ongoing commitment to delivering quality homes for our residents.

I am determined to deliver with officers and tenants the best housing services possible, and on that basis over this past year we have remained firmly focused on the council's core housing priorities:

- **Building more social housing homes** to meet rising local demand and offer people affordable tenancies
- **Reducing the length of time waiting to be housed** by expanding supply and improving the time taken between lettings times
- **Ensuring our housing stock** is clean, safe, and fit for living, through increased inspections and proactive maintenance
- **Improving repair times** so our tenants can rely on swift and efficient service when they need it most

The numbers in this report aren't just statistics on a page, though. They represent improving outcomes for real people, and stronger, more resilient communities. While there is still work to do, now that we have put a difficult few years behind us I am encouraged by the progress we're making through the dedication of our housing teams, partners, and tenants alike.

We also received a regulatory judgement in July, and as a result, are now working with the Regulator of Social Housing on some very important issues that we believe will improve our housing services. This is something we are taking very seriously. We have dedicated the whole first section of this report to it, so that you can understand it, what it means, and what we are doing about it.

Bill





**John Leach,
Chief Executive**

This report looks back at our performance over the past year. What we've achieved, where we've faced challenges, and what we're planning next. We're committed to being open, honest, and always improving. We see your feedback and involvement as tenants as vital ingredients to improving our housing services.

Inside, you'll find key performance data, especially from this year's Tenant Satisfaction Measures (or TSMs - more on that later!), and examples of how we're using that feedback to improve.

The headline figure: 56.7% of tenants said they're satisfied with our services, up 9.3% from last year. That's a good step forward, but we know there's more to do. You'll see more results from the survey, along with other performance data, throughout this report.

Just as we were finishing this report, we received our first formal judgement from the new Regulator of Social Housing. We've put that right at the start of the report so you can see exactly what was said and what we're doing in response.

The Regulator confirmed we were right to focus on long-standing issues like repair delays, fire door replacements to new standards, and better communication. Whilst we've made progress, we are looking to drive up our performance with even greater determination and commitment towards these important areas of work going forward. This report is just one part of a wider effort to improve how we work and how we serve you.

We hope you find it useful. If you have questions or feedback, please get in touch with any member of our team.

John



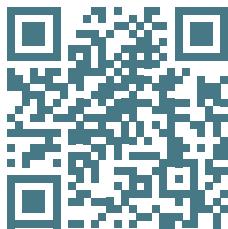
REGULATORY JUDGEMENT

In July, we received a C3 consumer grade from the Regulator of Social Housing. This means there were serious failings in how we delivered some key services for tenants, and we must make major improvements.

There's no need for alarm, but we take this very seriously. The Regulator recognised that we were already aware of the issues and had started to act. Still, we need to go further and show we have clear, achievable plans in place.

We've now reached 100% compliance on key safety checks, our target. And we are making progress in other areas. But we know some problems remain, and we're committed to fixing them.

We're working closely with the Regulator and with you to improve services and make sure every tenant feels safe, listened to, and respected.



You can read the full judgement on the Regulator's website at

www.redditchbc.gov.uk/ROSH

If you'd like to talk to us about anything in the judgement, please speak to any member of staff.



What is a 'Consumer grade'?

As your landlord, we must meet certain standards set by the Regulator of Social Housing. These were recently updated and are now called the Consumer Standards.

They cover four key areas: Safety & Quality, Tenancy, Neighbourhood & Community, and Transparency & Accountability.

2024-25 was the first year that councils were inspected and graded under these new rules. The grades received (as of June 2025) are:

GRADE	DESCRIPTION	NUMBER OF COUNCILS
C1	Meeting standards, with plans to manage risks	3
C2	Some weaknesses, improvements needed	13
C3	Serious failings, major improvements required	25
C4	Very serious failings, major changes needed	2

We received a C3 grade, meaning the Regulator found serious issues. We have already developed an Improvement Plan to do better.

The Regulator's main points

Here's what the Regulator highlighted, and where to find our actions in this report:

- Fire and water safety: We're tackling overdue safety actions. See page 6
- Repairs service: We're improving delays and hitting targets. See page 7-9
- Tenant engagement: We're creating more ways for you to get involved. See page 16
- Transparency: We're improving how we share performance and service info. Keep reading!

Tenant Satisfaction and Landlord Measures

The new Consumer Standards are closely linked to our annual Tenant Satisfaction Survey and Landlord Measures. Both are now official ways the Regulator checks how we're doing.

These measures are set by the Regulator and are very specific. You'll see our scores throughout this report, shown like this:



Want to know more about the survey, the measures, or the standards? Visit:

www.redditchbc.gov.uk/TenantSurvey



Maintaining building safety 24/25 performance

Gas safety checks (BS01) 100%

Fire safety checks (BS02) 100%

Asbestos safety checks (BS03) 100%

Water safety checks (BS04) 100%

Lift safety checks (BS05) 100%



SAFETY & QUALITY

Ensuring that our tenants live in safe, well-maintained homes is our top priority. Over the past year, Redditch Borough Council has made significant progress in improving the safety, condition, and energy efficiency of our housing stock. This section outlines our performance against key safety and quality standards, including compliance checks, repairs, and capital investment.

Building Safety Compliance



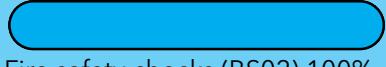
Maintaining building safety 24/25 performance

We are proud to report

**100%
compliance**

across key safety areas

Gas safety checks (BS01) 100%



Fire safety checks (BS02) 100%



Asbestos safety checks (BS03) 100%



Water safety checks (BS04) 100%



Lift safety checks (BS05) 100%



Electrical Safety:

90.5% of homes have a valid EICR;
100% in communal areas



Carbon Monoxide Detector Coverage: **98.33%**



Smoke Alarm Coverage: **97.36%**



What we've done about the Regulator's concerns:

WATER SAFETY

150 actions outstanding when inspected



143 of them done, **7** to go



FIRE RISK ASSESSMENTS

2,000 actions across low, medium, & high risks



90% of those are to replace doors and fire stops to recent new standards, also known as fire precautionary works



We are speeding up this work, to get it done sooner



We continue to promote our **LET US IN** campaign so we can carry out these safety inspections, especially in homes where we have found it historically difficult to enter. We can't do the work until we can gain access.

- Gas Safety Checks
- Carbon Monoxide Checks
- Smoke Alarm Installations
- Full Electrical Safety Checks



Repairs and Maintenance

We've made strong progress in improving our repairs service, though we acknowledge there is more to do.

You reported **26,000** repairs to us in 2024-25.

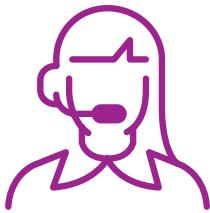
We completed **92%** (**23,736**) of them.



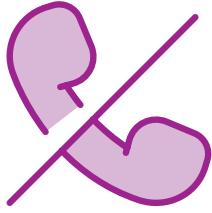
The way we prioritise repairs based on their impact and how urgent they are, can mean longer waiting times for lower priority jobs. This is so we can do higher priority jobs faster. We're reviewing this approach, and you can have your say - more on that below.

	PRIORITY 1 EMERGENCY REPAIRS	PRIORITY 2 NON-EMERGENCY REPAIRS	PRIORITY 3 NON-EMERGENCY REPAIRS
TARGET TIME	24 HOURS	5 DAYS	20 DAYS
NUMBER REPORTED	4,500	8,500	12,600
DONE IN TARGET TIME	77.9%	69.9%	62.8%
OVERDUE <small>(appointment booked in future, clerical error, or unresolved problem)</small>	25	613	810

More and better-trained staff, armed with proper call centre equipment and systems, has transformed the repairs reporting service you receive.



Abandoned calls:
7%, down from **35%** in 2023



Average call waiting times: **3 mins**, down from **45 mins** in 2023



SAFETY & QUALITY



Repairs Satisfaction Measure

2024/25
Result

Change from
2023/24

Satisfaction with Repairs
(TP02) 66.7%

+13.2%

Time Taken to Complete
Repairs (TP03) 60.9%

+10.8%

Satisfaction with Home
Maintenance (TP04) 55.5%

+9.7%

These changes aim to reduce backlogs and fix historical performance issues, including those raised by the Regulator.

OUR HOUSING STOCK

BEDSITS	119
ONE BEDROOM	2,051
TWO BEDROOMS	1,385
THREE BEDROOMS	1,814
FOUR BEDROOMS	139
FIVE BEDROOMS	20
SIX OR MORE BED-	3
TOTAL	5,531

Satisfaction has improved, but we're still below national averages. We're tackling this by:



Rolling out a new 'Total Mobile' system to improve job scheduling, communication, complaints tracking, and performance



New diagnostic tools to better diagnose problems from your first call, and get the fix right



Reviewing our repairs policy and how we prioritise jobs, with your help



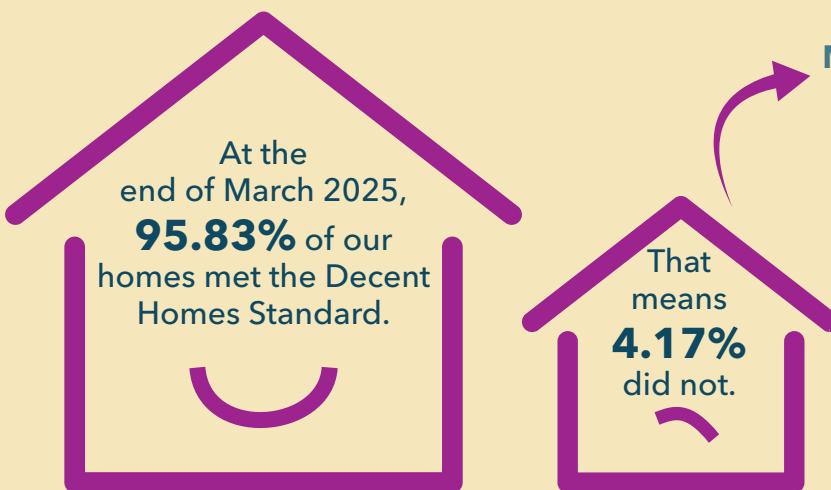
Increasing staff in Housing Property Services, including our new Damp & Mould and Caretaking teams



**YOU CAN HELP
SHAPE THIS
REVIEW
SEE PAGE 16 TO
GET INVOLVED.**

Using your comments, which we asked for through our big Tenant Satisfaction Survey, to improve how we work





Most of these 4.17% of cases relate to:

Roofing

Electrical systems

Gas installations

Kitchens and bathrooms

We are tackling this through targeted investment and stock condition surveys (see below) so we have good data on what needs doing, where, and by when. This will mean we will know what we need to do in your home over time.

STOCK CONDITION SURVEYS THIS SUMMER

Look for letters from us this summer, that will tell you to expect a visit from our stock condition survey contractor, a specialist company called Ridge. These surveys will help us to plan for your home to get what it needs in the future. It's vital we know that so we can make good plans.

RIDGE



Capital Investments

We invested significantly in improving the quality and safety of our homes, including greatly increasing investment in areas identified by the Regulator as suffering from backlogs, such as a tripling of fire precautionary works:

INVESTMENT AREA	SPENT
Internal Refurbishment (Kitchens/Bathrooms)	£3.25M
Energy Efficiency Improvements	£1.67M*
Major Voids	£1.5M
Fire Precautionary Works	£676K
Windows and Doors	£652K
Boiler Replacements	£648K
Aids and Adaptations	£548K
Structural Repairs	£454K
Balcony Replacements	£396K
Electrical Upgrades	£141K
Door Entry Systems	£132K
Asbestos Removal	£130K
Remodelling Existing Stock (changing properties to meet different needs)	£111K
Lift Replacements	£90K

* doubled to £3.3m with Government funding

These investments are part of our long-term commitment to ensuring every home is warm, decent, and safe. Thank you for continuing to make prompt rent payments, which is where the money to pay for this work comes from.



NEIGHBOURHOOD & COMMUNITY

Neighbourhood & Community

Every neighbourhood in Redditch is unique, but our goal is the same across the borough: to ensure that every tenant feels proud of where they live. This year, we've taken steps to improve the quality of communal areas, tackle anti-social behaviour, and work more closely with residents to shape local services.

Improving Communal Areas

We recognised that the standard of communal areas in most of our blocks of flats needed to improve. In response, we are starting a new caretaker service to raise standards and ensure that ALL our shared spaces have caretakers to ensure they are clean, safe, and welcoming - not just some. The idea of introducing a new universal service for this gained support during summer Tenant Roadshows.

The new team will:



This service will help us meet fire safety regulations and improve tenant satisfaction with communal areas, and at just £6.40 a week - a cost that will be covered by full benefits for housing costs (if you are in receipt of either Housing Benefit or Universal Credit) for around 80% of tenants.



If you live in one of our blocks of flats, look out for a letter from us soon as we will be writing to you directly with all the details - including of a **homelessness prevention fund** we've created for those unable to pay.

Community

Satisfaction with communal areas maintenance (TP10) 42%



We expect the new caretaker service to improve this.



Working Together to Tackle Anti-Social Behaviour

We know anti-social behaviour (ASB) can seriously affect residents' wellbeing. That's why we've strengthened our work with the police and local agencies to respond faster and more effectively.

We aim to resolve issues early, but legal action is sometimes necessary. This year, we've focused on building safer, more connected communities:

22.8

ASB cases per
1,000 homes

*(well below the national
median of 35.5)*

0

hate crime-related
ASB cases
(national median: 0.6)

**NEW
INITIATIVES**
launched to better handle
noise and neighbour
disputes

4 injunctions,
6 possessions
(evictions), and
1 full closure order
issued for ASB

How to report ASB

If you're experiencing or witnessing anti-social behaviour in your neighbourhood, you can report it online, on the phone, or by talking to any member of staff for advice.



www.redditchbc.gov.uk/asb

01527 587000

Community

Satisfaction with approach
to ASB (TP12) 41%



We are committed to further improving this through better communication, faster response times, and clearer processes.



NEIGHBOURHOOD & COMMUNITY

Join us on an Estate Walkabout

We make regular visits to your neighbourhood. Called Estate Walkabouts, they're a chance for you to

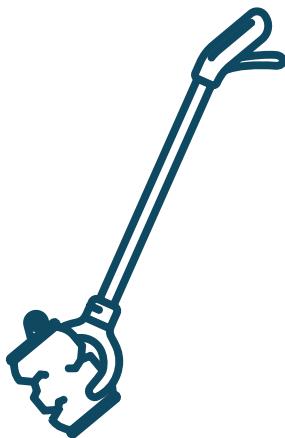
Point out issues like fly-tipping, broken lighting, or overgrown areas



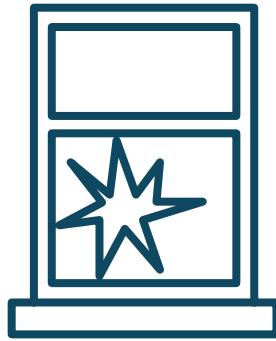
Talk directly to us



Help shape how your area is maintained and improved

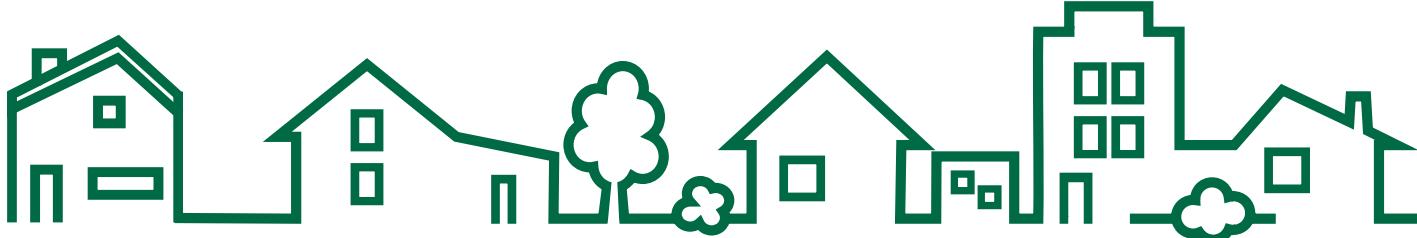


Raise concerns about safety, repairs, or communal spaces



Walkabouts are part of our commitment to keeping estates clean, safe, and well looked after, with your input. Ask your Neighbourhood & Tenancy Officer when your next one is planned, or keep an eye out for adverts in your area.

IF YOU CAN'T ATTEND, YOU CAN STILL SHARE YOUR CONCERNs - JUST GET IN TOUCH.



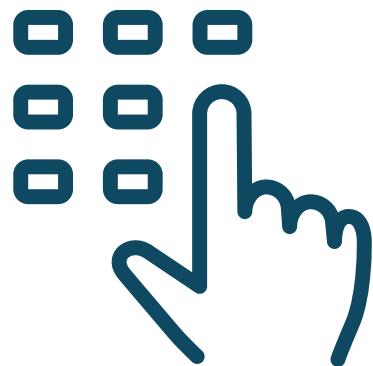
Investing in Neighbourhoods

We've continued to invest in local environments to make our estates safer and more attractive.
This includes:

Landscaping improvements



Upgrades to communal lighting and door entry systems



Fire door and signage replacements



Ongoing work to develop Estate Care Standards, in collaboration with tenants



Community

Satisfaction with positive neighbourhood
Contribution (TP11) 45%

+5%



TRANSPARENCY, INFLUENCE & ACCOUNTABILITY

Transparency, Influence & Accountability

We believe that transparency builds trust, and that tenants should have a meaningful voice in shaping the services they receive. This year, we've taken steps to improve how we handle complaints, listen to feedback, and involve residents in decision-making, including as highlighted by the Regulator.

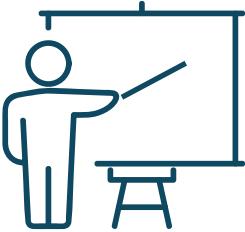
Learning Through Listening: Complaints and Feedback

We are committed to learning from complaints and using them to drive service improvements. In 2024/25, we received:

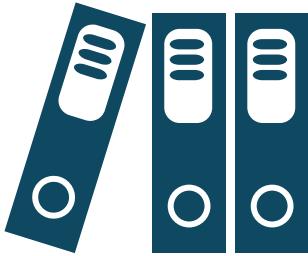
Complaint Stage	Received	Upheld/Partially Upheld	Responded to within the Complaint Handling Code timescale
STAGE 1	124	56	62%
STAGE 2	21	15	80%

We also received 10 cases investigated by the Housing Ombudsman, with 3 determinations of maladministration. These cases led to:

Staff training on complaint handling and vulnerable tenant support



Improvements in record-keeping and communication



Compensation payments where appropriate



Communication

Satisfaction with complaints handling (TP09) 22%



While this remains our lowest score, we asked you for your feedback and are taking action to improve on it. This includes introducing a new dedicated complaints investigator in 2025, to improve how we handle complaints.



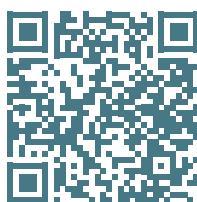
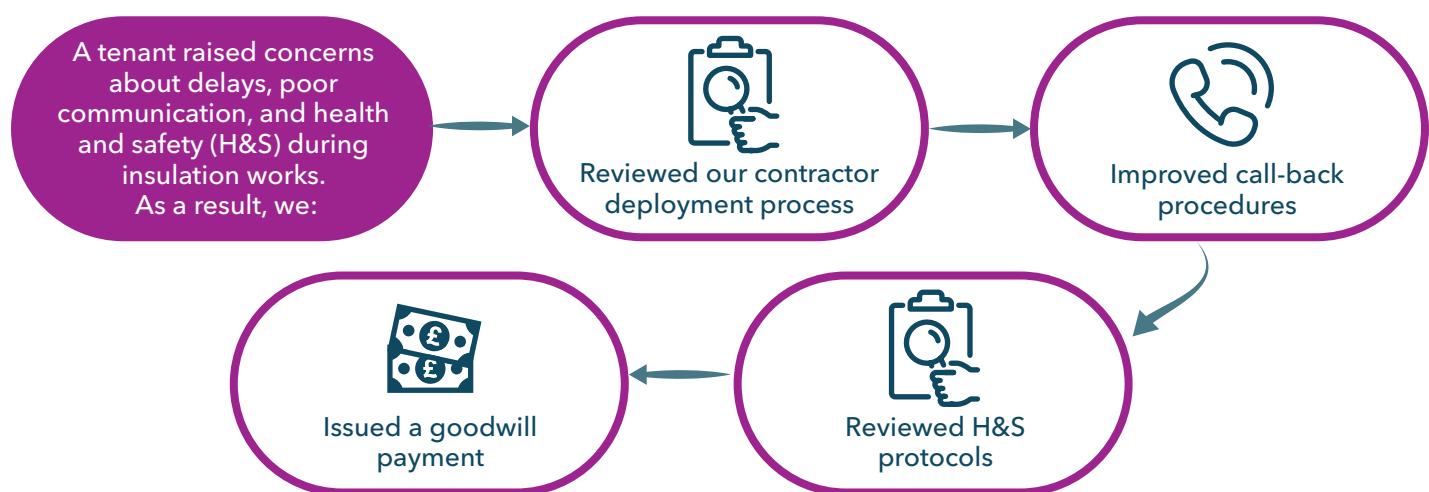
TRANSPARENCY, INFLUENCE & ACCOUNTABILITY

Turning Complaints into Improvements

We recorded 55 learning outcomes from upheld complaints. These led to:



Case Study: Loft Insulation Complaint



Want to know more about complaints?

Do you know what our **Complaints Standard** is? Maybe you want to **make a complaint**? Perhaps you want to study our Annual Complaints Performance and Service Improvement Report? You can find all our complaints info at <https://www.redditchbc.gov.uk/housing-complaints> or just speak to any member of staff.



TRANSPARENCY, INFLUENCE & ACCOUNTABILITY

Engaging with our tenants and leaseholders

We've identified gaps in how we engage with tenants and are working with the Tenant Participation Advisory Service (TPAS) to improve. This includes:



Developing a tenant scrutiny panel



Offering task and finish groups on key issues like repairs and safety



Getting to know you better: improving how we collect and use tenant profile data to tailor services to you

Join your new Tenant Scrutiny Panel and more

We're starting up a group of residents who review and give feedback on how things are run, as part of making sure your voices are truly heard. Want to take part?



Influence improvements to housing services



Share your ideas and experiences



Work with a small, friendly group of fellow tenants



Make a real difference in our community



No experience needed



Expert support and guidance

It's an opportunity to help shape the services and decisions that affect your home and neighbourhood.



Register your interest now!

To find out more about ALL our opportunities for engagement, go to www.redditchbc.gov.uk/tenant-engagement or call Neighbourhood & Tenancy on 01527 587000 (option 2).

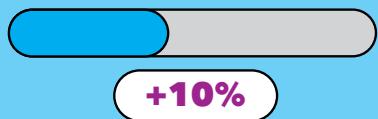


TRANSPARENCY, INFLUENCE & ACCOUNTABILITY

Communication

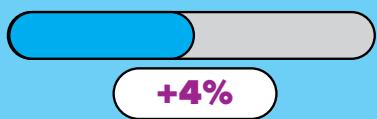
Satisfaction with:

Listens & acts on your views
(TP06) 44%



+10%

Keeps me informed
(TP07) 48%



+4%

We know we need to do more to communicate clearly and consistently, especially around service standards, property conditions, and performance. We hope this new and improved annual report for example marks the start of better, clearer communications with you.

Governance and Accountability

We've strengthened internal oversight by:

Presenting quarterly housing performance, including complaints, to the Portfolio Holder for Housing and the council's Executive Committee, and publishing them on our website



Publishing our Annual Housing Ombudsman Self-Assessment



Updating our Housing Complaints Standard to align with the statutory Complaint Handling Code



These steps ensure that complaints are not only resolved, but also used to improve services and uphold tenant rights.



TENANCY

Tenancy

Supporting tenants to sustain their tenancies is a core part of our housing service. This year, we've focused on improving financial support and ensuring fair and transparent access to housing.

5,173
secure tenants

217
introductory tenants

We have projects working on:

Keeping better, more accurate records about our tenants, for better relationships



Publishing more performance and policy updates, for greater transparency



Supporting tenants with language barriers or digital exclusion, for better access to our information



Tenancy visits

We want to ensure that you have a chance to talk to us and feel listened to. This year we started a new plan to proactively visit every tenancy, every two years, for an opportunity to talk about things that are important to you and get to know you better.

This began in September. We have visited **386** homes so far. See you soon!

Supporting Tenants in Financial Difficulty

We understand that many tenants are facing financial pressures. Our Housing Revenues Team provides a supportive, understanding approach to rent arrears and income management. The team also offers free advice to help tenants:

200 people helped through complex sustainment issues this year. **70** cases currently live.

Maximise income



Access benefits and council hardship funds where appropriate



Create sustainable budgets



We are adding staff to this team this year, specifically to help with this.





WHAT IF YOU NEVER HAD TO LIFT ANOTHER FINGER TO PAY YOUR RENT?

ASK US ABOUT A RENT DIRECT DEBIT* TODAY.

Just one call to our dedicated team, and you could take the pain out of payments.

Simple, guaranteed, protected payments.

01527 587000 | www.redditchbc.gov.uk/rent

*Subject to status

Rent Arrears and Income Collection

We continue to watch this closely and intervene early to prevent escalation. Rent payments are what pays for our housing services to you, so they're vital.

We are recruiting an extra Charging Officer this year - their job is to chase up unpaid rent. For the period April 2024 - March 2025:

Former tenancy arrears
(of previous tenants)
£842,000

Current tenancy arrears
(of current tenants)
£1,510,917

No longer collected in arrears

This year we changed from collecting rent a month in arrears, to working towards supporting customers to keep rent balances at zero as standard. This means when someone can't pay for some reason, they don't already owe a month of rent - a situation we know can make a tenancy unsustainable quickly. We hope this change will help us catch any problems even earlier.

Tackling Tenancy Fraud

We remain vigilant in identifying and addressing tenancy fraud, to help protect our housing services. This includes:

Subletting



False applications



Not using it as the main home



Abandoning it



We work closely with our internal audit and legal teams to investigate and act where necessary.



TENANCY

Allocations and Lettings

We manage the Redditch Homes system, including our housing register. Redditch Homes is how social housing is advertised and allocated across the borough. This includes homes owned by the council and local housing associations.

The Housing Register and Lettings Policy

Applicants for social housing in Redditch are assessed based on need, following the council's Allocations Policy and the Housing Act 1996.

There are six priority bands. Band 1 is the highest and is for those who need to move urgently. These applicants are directly matched to the next suitable property.

Applicants in other bands can bid on available homes.

Annual applications received:
850 (average)

Annual properties available:
350 (average)

THIS YEAR:

Biggest demand: Band 1 applicants for family-sized accommodation



Most properties re-let in: Batchley, Winyates, Church Hill



20 households got keys to brand new homes, thanks to registered housing provider partnerships



354 households rehoused

224

were direct matches to people in Band 1

273

were in council homes

81

were into other registered housing providers' homes

44 adapted homes were re-let to people with specific needs



It took **26** days on average to receive, repair, and re-let a council home



50 households did a mutual exchange



A mutual exchange is when tenants swap homes to get to the right sized property and in preferred locations. It's often the fastest way to be rehoused. For full details, go to:

www.redditchbc.gov.uk/mx or call us on 01527 587000.





Extra care housing

St David's House & Queens Cottages extra care housing scheme provides people with their own front door together with access to an onsite 24-hour care team, so help is available when needed.

If you're aged 60 and over and interested in finding out more about the scheme, give the team a call on 01527 584769.

9
of these homes were re-let this year.



Housing Growth Programme

We are committed to increasing the supply of affordable homes in Redditch.

Our current Housing Growth Programme aims to deliver 230 additional council homes by 2030. So far, we have delivered 107 of those homes, with a further 62 currently in progress, and plans to secure the remaining 61. We are using a mix of approaches to this.

DELIVERY METHOD	DONE	IN PROGRESS
New construction	19	53
Buy Backs (see page 22)	66	5
'Section 106' developer agreements	19	0
Regeneration of existing stock	3	3
Purchase from other providers	0	1
TOTAL	107	62

To support this, we have allocated **£15 million** from the Housing Revenue Account capital budget. Newly constructed homes will all be built to high energy efficiency standards (EPC A as a minimum), helping tenants reduce fuel costs and supporting our climate goals. We are also exploring **Modern Methods of Construction** (or MMC, where a range of construction techniques including prefabrication, modular construction, and advanced manufacturing technologies streamline the building process) to improve build quality, speed, and sustainability.



It's right to Buy Back

Through our local Buy Back scheme, we've already restored dozens of homes sold under the national Right to Buy scheme to our social housing stock over the past seven years - helping families in need in Redditch and strengthening our community. And we want to do more.

66
homes bought
back so far



**It's part of the council's £40 million
investment in our housing.**

- FULL MARKET VALUE PAID**
- NO ESTATE AGENT FEES**
- FAST, CHAIN-FREE SALE**
- EVERY HOME RETURNED HELPS A LOCAL FAMILY**

We especially want 2-4 bedroom houses in good condition, with vacant possession.



For more on the Redditch Buy Back Programme see
www.redditchbc.gov.uk/buyback or speak to any member of staff.



Your Right to Buy

We are required to provide our secure tenants with information about the Right to Buy the property. There have been significant changes to the discounts available under the Right to Buy. The maximum discount is limited to £26,000.



For full info, see www.redditchbc.gov.uk/rtb
talk to a Right to Buy Agent on 0300 123 0913.



CONTACT INFORMATION

HOUSING REVENUES

Call 01527 587000 option 1

Email housingrevenue@redditchbc.gov.uk

NEIGHBOURHOOD & TENANCY

Call 01527 587000 option 2

Email neighbourhood.tenancy@redditchbc.gov.uk

REPAIRS & MAINTENANCE

Call 01527 534074

Email: rm.xgates@redditchbc.gov.uk

REDDITCH BOROUGH COUNCIL

Kingfisher Shopping Centre

5 George Walk, Redditch

B97 4HB (behind Primark)

ACCESSIBILITY

If you require this document in an alternative format, such as large print, Braille, audio, a different language, or a printed copy, please contact us and we will be happy to accommodate your request.

Call: 01527 587000

Email: neighbourhood.tenancy@redditchbc.gov.uk

In person: Redditch Borough Council, Kingfisher Shopping Centre, 5 George Walk, Redditch B97 4HB (Behind Primark)

