

Newsletter for council tenants and leaseholders

July 2025



Welcome to your latest update on council housing services



Working with you to improve satisfaction

The survey of the tenant satisfaction measures (TSM's) was introduced by the Regulator of Social Housing in 2023, the aim is to drive up standards and improve the quality of social housing services. The survey makes sure that housing providers are accountable for the services delivered to their customers, and 12 of the 22 measures come directly from our customer feedback obtained through tenant perception surveys. The TSM's are part of wider regulation of housing, including consumer standards.

For more information on regulation of social housing please visit <https://shorturl.at/n1sQB> or scan the QR code.



Overall Satisfaction

Last year's survey results told us that you were not satisfied with some of the services provided to you, so we have been looking at how we can improve these. These results told us that:

Overall satisfaction with our services has dropped from 75% to 70% compared to the local authority benchmark of 69%.



The full tenant satisfaction survey results can be found here:



Listening to your views and acting on them

The Local Authority benchmark of 56% against our score of 57% a drop from 60% in the previous year.



Here is how we communicate with you to dig deeper into the results.

Text message question of the month



Key Customer events and meetings



Sending out regular online newsletters



Reviewing housing policies



Reviewing online and on paper information available to you



Holding focus group sessions with different groups of people



Carrying out focussed surveys on different service areas



Running training and briefing sessions for staff and tenants



Your satisfaction

How you are treated as a customer reflects on your level of satisfaction. We looked at how you felt about being treated fairly and with respect.

The Local Authority benchmark of 74% against our score of 70% a drop from 75% in the previous year.



We asked in the question of the month, what does being treated fairly look like to you and this is what you said!



Your tenant scrutiny panel

A customer service review was carried out in 23/24 and recommended a central housing hub. This has been fed into the wider council customer service review on how we can improve:

- Tenant reps continue to be involved in this vital work
- Customer focused training organised for your officers
- BTS customer centre officers taking your enquiries have had training on complaint handling, helping those with vulnerabilities and identifying signs of domestic abuse.

Your Repairs Service from BTS

Overall satisfaction with the BTS repairs service in the past 12 months has stayed the same at 79%, compared to the local authority benchmark of 66%.



BTS continue to maintain your home and keep it in good repair and safe by:



It is important to allow access to your home for our electrical engineers to carry out our inspections to ensure your property remains safe.

Planned maintenance work

This year we have published a 5-year plan for programmed works online so that you know when work such as new kitchen and bathrooms are due to be carried out on your home. This information can be found online. We are also looking at providing extra information on this to highlight and explain our programmed works. We also must make sure that we carry out the extra fire safety work following the publication of the Grenfell report.

Preparing for Awaab's Law

We are sure that you will remember the tragic news about Awaab Ishak, a two-year-old boy, who died because of exposure to mould in his home in December 2020. A new law is coming in to strengthen repair in social rented homes, with the first phase of this starting in October 2025. We are busy getting ready for this, so please do keep checking our website for more information.

Continuing improvement in our repairs service

The TSM results for our repairs service provided by BTS continue to show that you are satisfied with the service but there are areas that we need to look at to continue to improve.

This year we have reviewed and updated our repairs policy, and we will be publishing this shortly, together with an updated Tenants Repairs Handbook and other related policies. Please do keep checking our website for these or sign up to our newsletter.

Our approach to complaints

You told us you are unclear about how to report a formal complaint.

We have been running a communication campaign to let everyone know how to raise a complaint and publicised more 'you said, we did' articles in the online tenant newsletter. These examples help us to improve services. Key Customers are meeting with us in July 2025 to investigate further and agree the next steps. To become a Key Customer, scan the QR code.



Communication Being Kept Informed



The Local Authority benchmark of **67%** against our score of **62%** a drop from **65%** in the previous year.



You told us good communication is key to satisfaction, we agreed.

Communicate in writing via email and post at least twice a year.



Hold an open annual housing consultation event.



Keep notice boards updated with relevant housing information.



We have:

Improved our website



Updated information on Tenancy and Estate Officers



We have reviewed our policies and procedures and are now available on our website



Our approach to handling complaints

The Local Authority benchmark of **29%** against our score of **28%** a drop from **37%** in the previous year.

Sector wise housing providers have seen a drop in this figure.

We have improved our response time



We review quality of complaint responses in line with the housing ombudsman code



We have implemented a complaint handling group



The councils corporate complaint policy has been amended to reflect the housing ombudsman code



Did you know? Our performance on complaints is on the council website at <https://shorturl.at/ponaR> or scan the QR code.



Anti-social behaviour (ASB) management

The Local Authority benchmark of 54% against our score of 49% a drop from 51% in the previous year. 

At a Key Customer event you told us you don't know where to report ASB and unsure of who to report different things too.

Did you know? Information on the types of ASB and how to report it are on our website. Please visit <https://shorturl.at/fAVRh> or scan the QR code to find out more.



The Tenant Scrutiny Panel are reviewing the ASB service area, with an aim to improve tenant satisfaction ensuring;

Information is easy to understand 

Information is accessible 

JARGON free 

Most of the ASB cases that tenancy management deal with are:

Neighbour disputes 

Noise - we rely on the help of the specialist noise team in the council's enforcement service to deal with this. 



Spotlight on the cleaning service

Communal areas clean and maintained

The Local Authority benchmark of 63% against our score of 62% a drop from 71% in the previous year.



We asked why you think the score has dropped. You told us you are not satisfied with the standard of service since retendering.

We have

Monitored the standard of cleaning



Carried out additional inspections



Worked closely with the contractor to improve the service they provide.



We are committed to getting the quality of this service back to the standard it should be. Keep an eye on our website for details of further work on this.

Understanding you and your home

To do this we will be carrying out 2 major projects this summer:

1. Tenancy Audits

2. Stock condition survey

The purpose of this is to make sure that the information that we hold about you and your home is accurate so that we can provide services that more closely meet your needs and plan the investments we need to make in your homes. If we contact you about this, please do help us by allowing us time to visit and talk to you.



Tenant Engagement – get involved

Do you want to know more? Can you help? Find out more about getting involved.

Tenant Partnership Board – The board works with the council to make sure your views are considered in all aspects of housing services. The board meet regularly to:



Discuss how the council will meet the housing regulator's requirements.



Monitor housing service performance and complaints.



Discuss and sign off tenant facing strategies, policies, or papers.

This is a challenging, rewarding, and significant role and there is an application process to join. Contact TPLuton@luton.gov.uk for more information.

Tenant Scrutiny Panel - This panel is a small group of recruited tenants and leaseholders who work as a team to help improve services for all council tenants and leaseholders. They look into – inspect - issues affecting tenants and leaseholders and make recommendations for improving services. Their current review is looking into the anti-social behaviour service. They will do this by requesting and reviewing evidence and speaking to staff and tenants. This leads to recommendations for service improvements. The panel then monitors and reviews agreed action plans. Contact us on TPLuton@luton.gov.uk for more information.

Did you know? You can read the reports online? Visit <https://shorturl.at/ulQvK> or scan the QR code to find out more.



Adding social value

When the council tenders out any contracts, we require the organisation that wins to give something back to the people of Luton. This is called social value, and it could be in the form of money, volunteering time or goods and services. The housing service has been successful in securing some of the social value offered for housing related projects and we have shown a few below.



Did you know: we have used social value funds to create 2 community gardens – Bristol Road and Farley Hill. A third project is now underway in Marsh Farm.



If you have any ideas on how social funding could be used please get in touch.

Our new logo

We want you to be able to recognise any communication that comes from the housing service and so from July 2025 we will be including this logo when we contact you. We hope that you like it.



Our Performance

At Luton we want to be transparent with you about how we are performing. As a service we are regularly monitoring how we are performing, and you can read about this on our website. We report on many areas, which include but are not limited to; rent collection, ASB open cases, housing fraud recoveries, adaptations and others. If you would like to see how housing has been performing, you can do so by visiting <https://shorturl.at/VYorP> or by scanning the QR code.



The next satisfaction survey is out soon!

We will be sending out the 2025 tenant survey soon, so keep an eye out for it and if you receive a copy make sure you have your say! Your views will continue to help us focus on what matters most to you. By using your feedback, alongside government standards for housing services, we can make sure we meet your needs as council tenants and leaseholders and increase your satisfaction.



We hope you enjoy reading this newsletter and please let us know what you think. Contact the tenant engagement team on TPLuton@luton.gov.uk