

Tenant and Leaseholder Annual Report

2024/2025



Welcome to our Annual Report




Contents

Welcome	5
Regulation of social housing services	6
Tenant Satisfaction Measures	7
Tenant Engagement	8
Our Successes and Challenges	10
Our performance	11
Allocations	13
Reasons for tenancies ending 2024/25	16
Tenancy management service	17
The Housing Anti-Social Behaviour Team	18
Housing Compliance Team	19
The Housing Income Team	20
The Housing Commercial Team	22
Garages	22
Leaseholder Service	23
Sheltered Housing	24
Tenancy Audits (Sheltered)	26
Sheltered Tenants' Meetings	26
Housing Estates Team	27
In 2025/26	28
Repairs Service	30
Adaptations	32
Housing Strategy and Development Team	33
Complaints	34
Compliments	37
Making sense of the money	38
Sign up for your newsletter	39



This annual report is for council tenants and leaseholders to highlight how Luton council housing services performed in the last financial year from 1 April 2024 to 31 March 2025.



This report covers a range of our services, including how we maintained and managed council homes, how responsive our repairs service have been, how many new homes we are building, how quickly we are letting any empty homes and how we are handling complaints about our service.

We believe it is important that all of our tenants and leaseholders can see the information for themselves. With access to this data you can challenge us and offer suggestions on how we can improve, as well as hold us to account. We hope you find the following interesting and informative.





Welcome to our annual review for council tenants and leaseholders for 2024/25

Time really does fly; another year is already over. We have enjoyed working with Councillor Roche this past year, to help understand your views and the facts around housing. This has helped identify where the service needs to improve.

We have been working hard on many areas across the service, including ourselves by undertaking appraisals of the 10 members, to identify their needs and best support them within their role. I was pleasantly surprised with the outcomes following these appraisals and have arranged training to help us to help you. Our common goal is to make sure Luton's tenants and leaseholders views are heard. During 2024/25 the council consulted on key housing service changes, and we helped to shape decisions made that affect you all. This included how budgets are spent, developing learning from complaints and monitoring housing service performance.



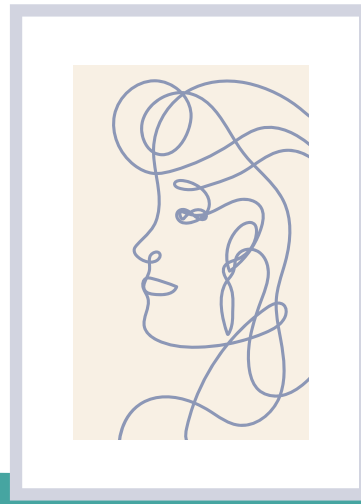
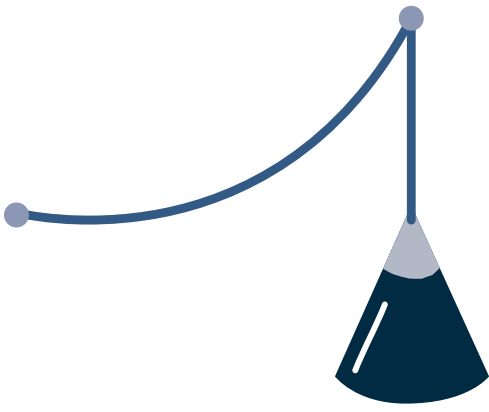
We have been working with specific housing teams to learn about their areas of work and have also been to training sessions with TPAS to help understand the changes to housing regulation that affect us.

In the coming year we will be visiting your estates to hear your views and recruit new members to our panel. If you would like us to visit your estate you can contact the Tenant Engagement Team who will arrange a visit.

We are always looking for more tenants to get involved. You don't need to have any special skills or experience to make a real difference. If this sounds like something you might be interested in, please contact the team on TPLuton@luton.gov.uk

Pam Holes
Tenant Partnership Board Chair





Regulation of social housing services Consumer standards

Since 2024 the Regulator of Social Housing monitors how well social housing providers are performing through the Tenant Satisfaction Measures (TSM's) and the Consumer Standards, which are:

The Safety and Quality Standard – we must provide safe and good quality homes and landlord services to tenants. (QR code)

The Transparency, Influence and Accountability Standard – we must be open with tenants and treat them with fairness and respect so that they can access services, raise complaints, influence decision-making and hold us to account.

The Neighbourhood and Community Standard – we must engage with you and other relevant parties so that tenants can live in safe and well-maintained neighbourhoods and feel safe in their homes.

The Tenancy Standard – sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords

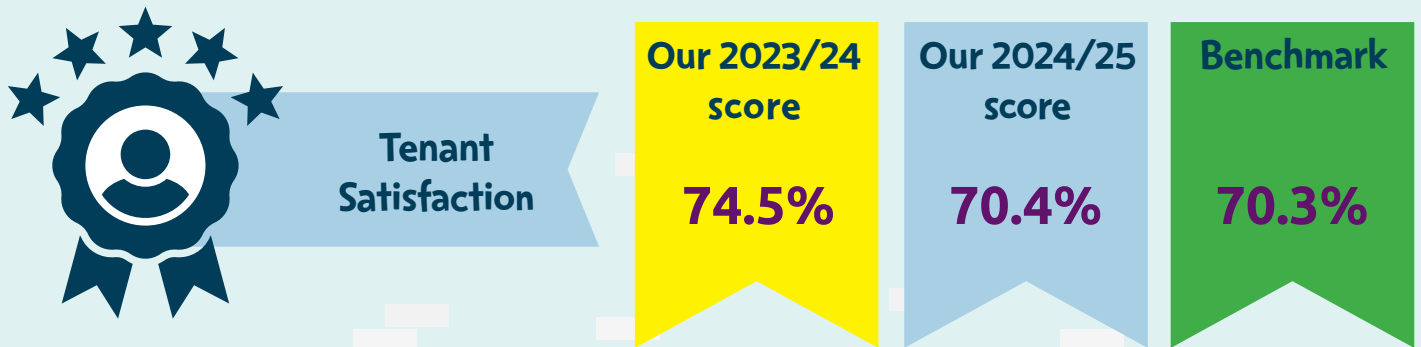
You can find more information on the consumer standards on our website.



Tenant Satisfaction Measures

As a social landlord we must provide certain information to the Regulator of Social Housing. There are 22 measures, which we are required to report on annually. Some of these measures are based on our tenants satisfaction, others on our performance on housing services, complaints, repairs and safety checks.

Please look out for the Tenant Satisfaction Measures throughout the report to show how we are performing compared to the benchmark and ourselves in the last year and how satisfied our tenants are.

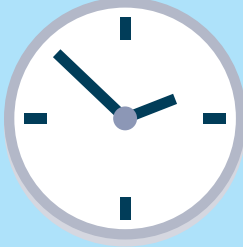
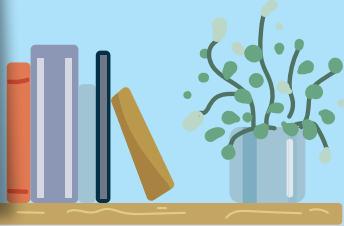


Tenant Engagement



We believe that tenant involvement and engagement is at the heart of how to improve our services. Working and listening to your opinions is a key part of making sure housing services grow and improve over time.

We provide a variety of opportunities for our tenants and leaseholders to get involved, which helps ensure everyone can have their say. If you have a way you would like us to communicate with you please contact the team.



Tenant Satisfaction Measures	Our 2023/24 score	Our 2024/25 score	Benchmark
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them (TP06).	59.8%	57.2%	57.2%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07).	65.1%	62.0%	68.4%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect (TP08).	75%	69.8%	74.9%

Housemark is an organisation that collects the tenant satisfaction measures (TSM) results from most registered social landlords across England. This allows us to compare our performance against other social landlords.

Our Successes:



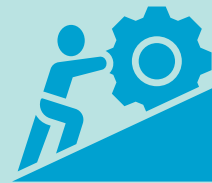
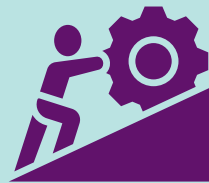
Work with Key Customers

Their views and opinions are helping improve housing services for everyone. Key Customers told us they were unclear on how they could report a complaint and about the complaints process. We launched an information campaign and continue to advertise this in housing newsletters, and this has increased tenant awareness.

Communication with tenants

Sign-ups to receive the online housing newsletter have increased from 1,200 to 1,426. If you haven't already, contact the team to sign up.

Our challenges:



Increasing membership of Tenant Board and the Scrutiny Panel

We will be running a recruitment campaign in 2025/26. If you are interested in finding out more about these groups or if you would like to attend a meeting, please contact us for more information. We'd love to hear from you!

Attendance at focus groups

We will be contacting residents individually to establish what we need to do to increase take up at focus group meetings on specific areas of our service.

Did you know

Local tenant groups have successfully bid for community funding and they have held some very successful local events. This includes summer fun days, Halloween event, Christmas event, local pantomimes and community garden events.



Our Performance:



The Task	The Numbers	An outcome
Scrutiny Panel meetings	9	Scrutiny Panel have completed their customer service review and have started working on their review of the ASB service.
Tenant Partnership Board meetings	10	Involved in proposed rent increase and service reviews.
Tenant and Resident Association (TARA) formal meetings	40	Continued to meet residents and host events for their communities
Tenant Training Sessions	7	Improving volunteer knowledge of regulation and housing services.
Estate Visits	15	Highlighted key issues on estates for tenants.
Newsletters	5	Informed residents of updates and key information
Surveys	28	Asked residents for their views on proposed changes to their areas.
Monthly questions	2	New focused questions asking you for your views about services.
Focus group sessions	4	These sessions have been to look at key areas of the service to see how we can improve your satisfaction.



Newsletter subscribers:

Main newsletters:
1,426

Leaseholder Newsletters:
563

Social Value projects:

The tenant engagement team has worked closely with our contractors to enable social value projects.

We have assisted tenants to achieve 14 projects.



You said we did	Did you know
<p>You told us you are unclear on how to report a complaint – we have provided more information on how to do this in our newsletters, and updated the website.</p>	<p>We have specialist groups designed to focus on key groups and services. You can find out more about these groups by contacting the team.</p>



Key Customers: 735

Key customers are what we call our involved tenants and leaseholders. We send out monthly questions for them to answer along with running focused events. We use our texting system to message everyone on our list simultaneously, keeping them updated, notifying them of upcoming estate visits and when we plan to host our next meetings.

In the coming year we are planning to:

- Hold a key customer week
- Find out what matters to you
- Provide more specialised training for our tenant board
- Inform all tenants of scrutiny reviews

For more information contact the team on TPLuton@luton.gov.uk



Allocations

Demand for council housing continues to be much higher than the number of homes becoming available, and this increases year-on-year, but the Allocations Team continue to take great pride in the knowledge that every property let will significantly improve the life of the successful housing applicant, and their family.

Successes:



Despite general needs voids missing the year-end target, performance continued to be strong against comparable large social landlords

Challenges:



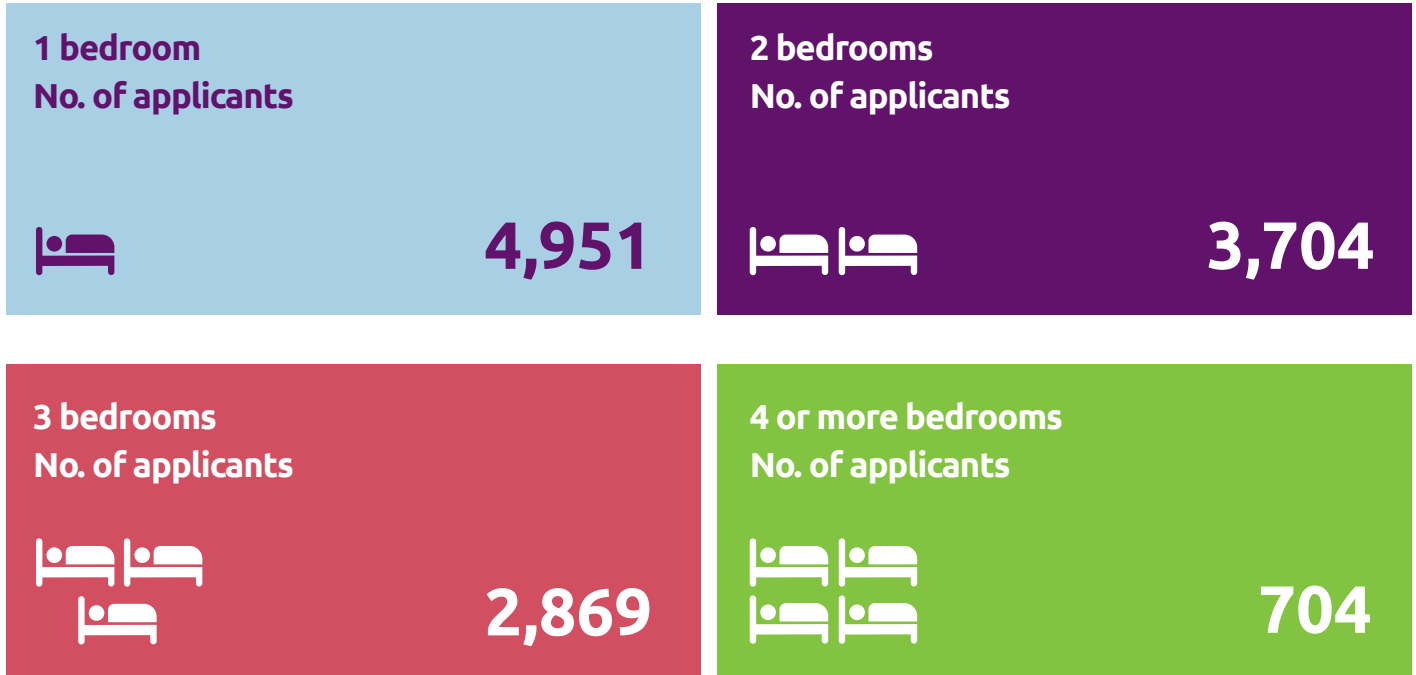
The number of properties becoming available for re-letting continues to decrease year-on-year against a background of unprecedented levels of demand for social housing, largely driven by a private sector in the borough that is increasingly unaffordable for many households.

Number on
Housing Register:
12,228

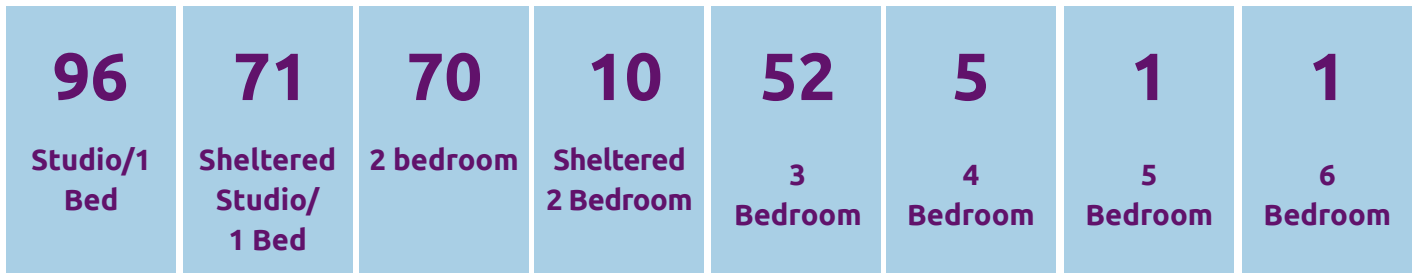
Number in Temporary
accommodation at the
end of March 2025:
1,112



Those on the housing waiting list have been assessed as needing the following size of properties:



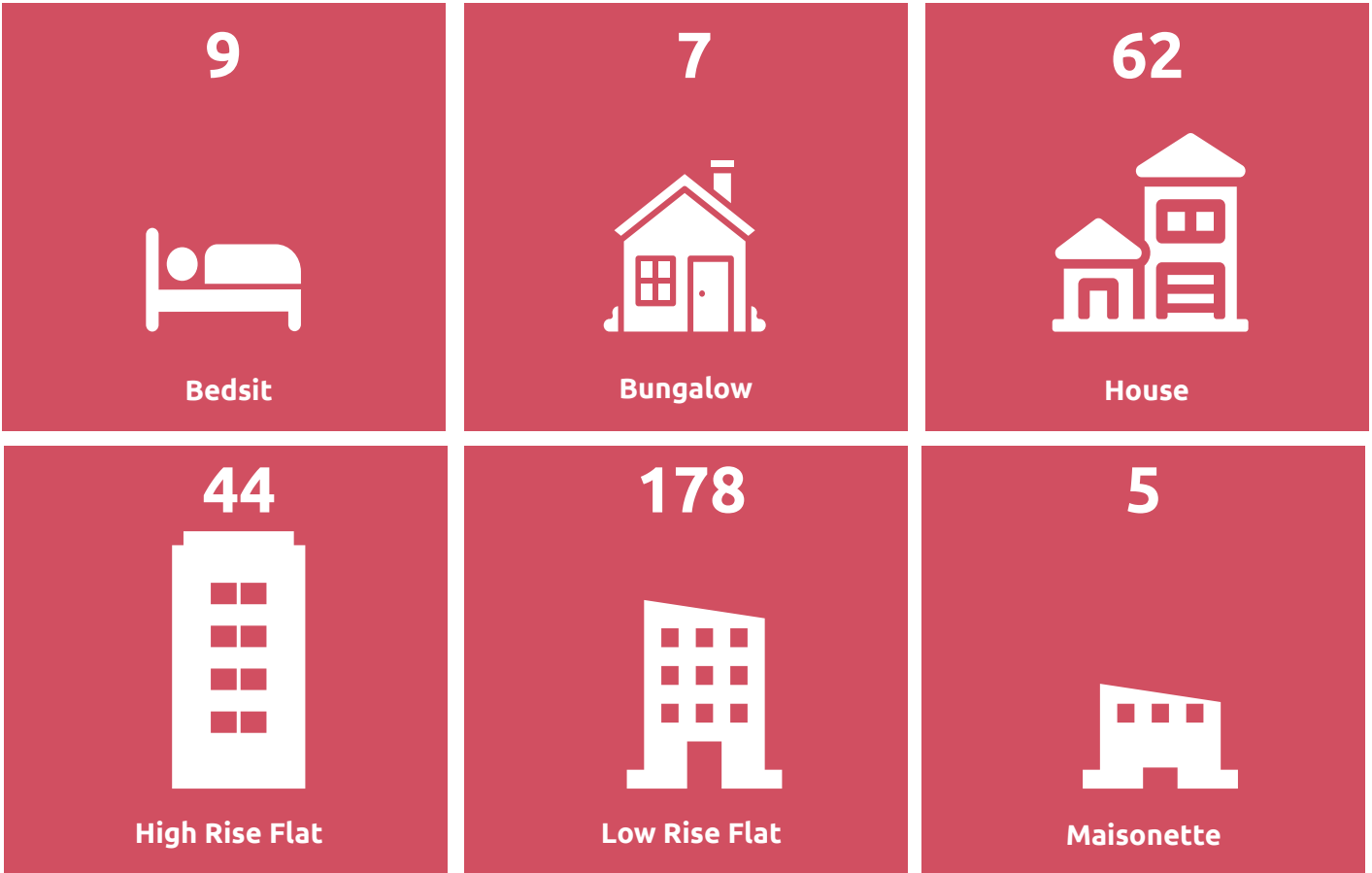
In 2024/25 a total of 305 households signed up for Luton Council properties and contained a total of 639 individuals.



Housing Association lettings by bedroom size:



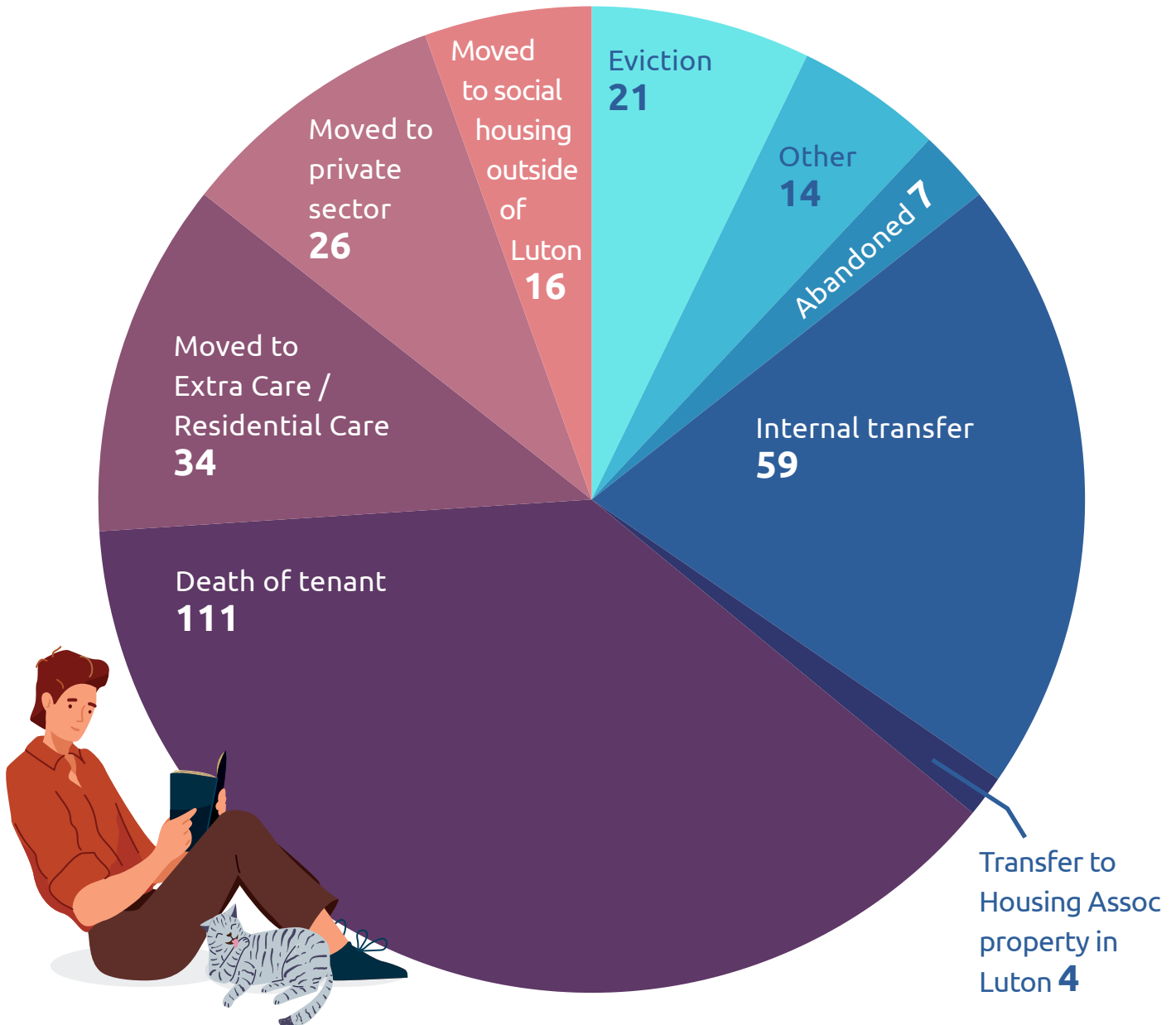
Luton council lets by property type:



Reasons for tenancies ending 2024/25

Most properties let to housing applicants become available because the previous tenancy ended. These properties are called voids.

The chart below shows the reason why council properties became empty and available for re-letting, during 2024/25.



The council therefore sets targets for our empty properties to be re-let. Below we have shared our targets and performance.

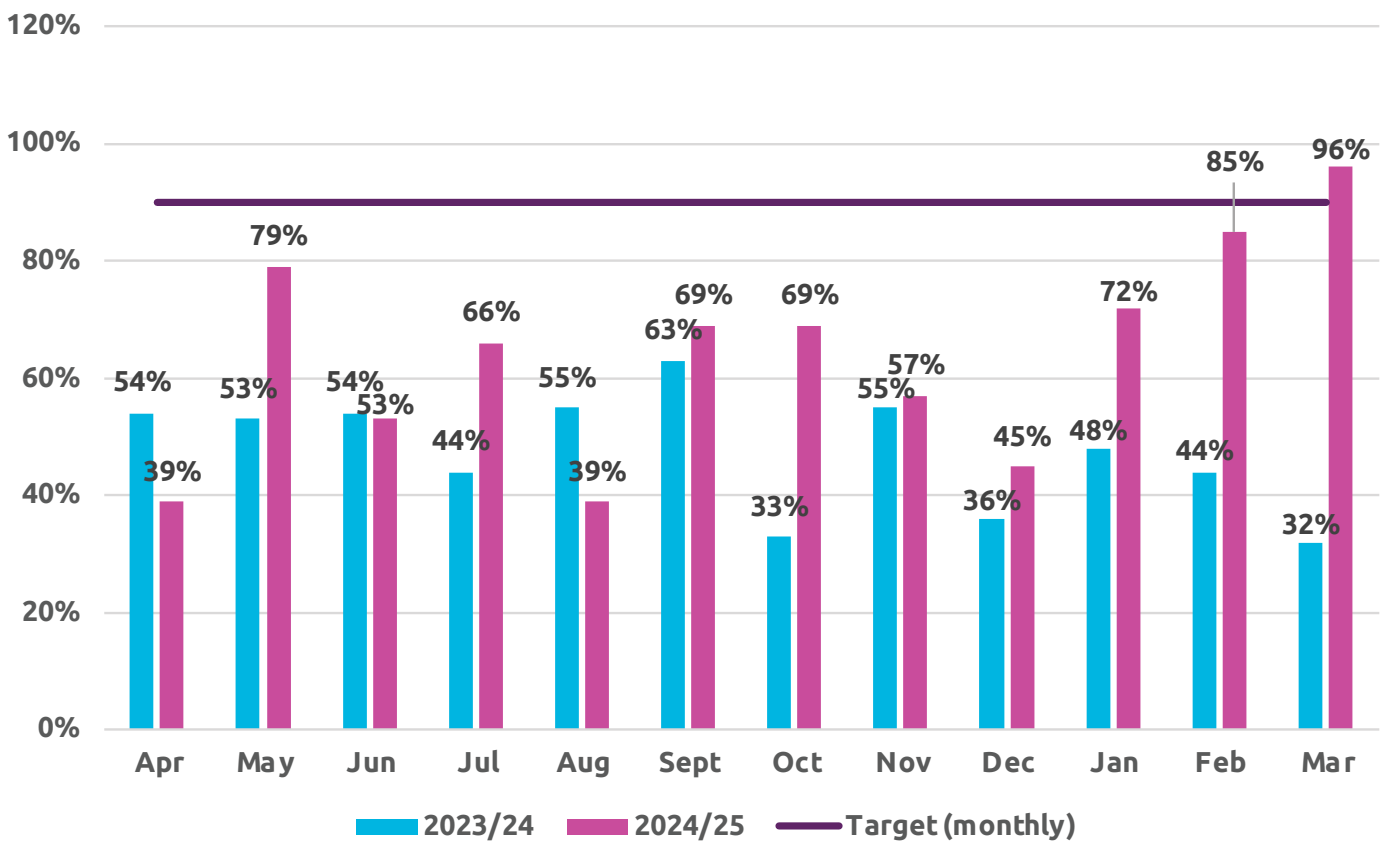
Property type	Void turnaround target	Actual performance
General housing accommodation	21 days	23 days
Sheltered accommodation	22 days	21 days

Tenancy management service

The Tenancy Management Team focus on you and your home. They are here to help you understand your tenancy agreement and deal with your housing tenancy related queries.

This includes, tenancy audits, neighbour disputes, helping with mutual exchanges, succession requests and tenancy management visits to you at home.

Tenancy Audit Visits Completed (%)



We use tenancy audits as an opportunity to check everything is okay with you and your tenancy. This includes but not limited to; that the property is still appropriate for your needs; to check the correct tenant is living in the property; to make sure the home is being looked after and provide help and advice on any other housing related queries.

Total number of tenancy audits **769**

Total number of properties recovered due to fraud **10**

The Housing Anti-Social Behaviour Team

Reducing anti-social behaviour is a key priority for us in Luton.

We take all reports of ASB seriously and work closely with the police, partners and most importantly, you, to ensure our tenants and residents feel safe. We have our own specialised team of 3 officers who deal with housing related ASB.



Tenant Satisfaction Measures

Number of anti-social behaviour cases, opened per 1,000 homes.

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

Our 2023/24 score

60 cases

0.7 cases

Our 2024/25 score

61.5 cases

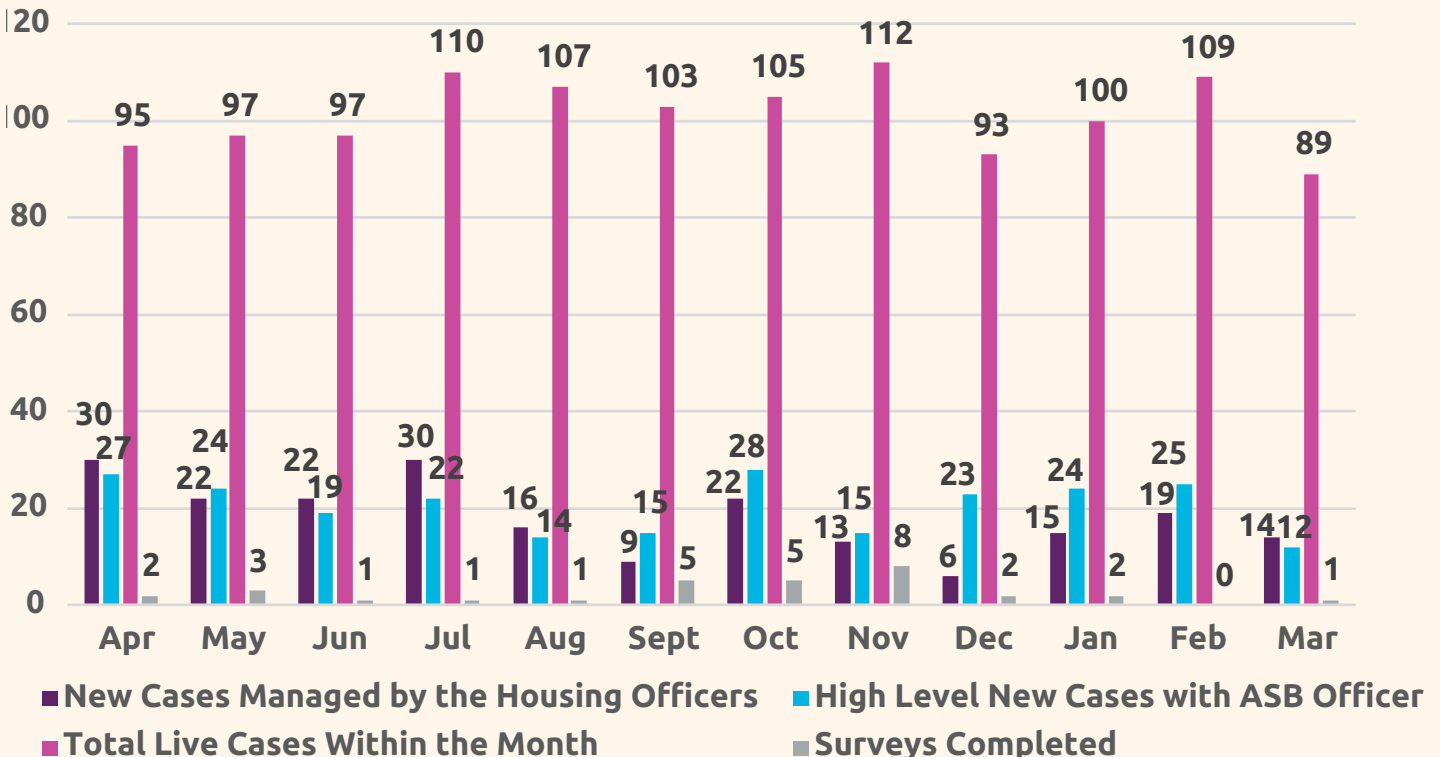
0.3 cases

Benchmark

34.75

2.87 cases

ASB Live Cases (2024/25)



Our tenancy officers manage the lower-level cases of ASB, with support and advice of the specialist ASB officers. When a case escalates or becomes more serious then the ASB officers manage these cases themselves. The ASB team work effectively with other services, such as the Police, in managing cases to help get the best results for our tenants.

ASB cases usually result in the cases being resolved, however, in some occasions we have to take more serious action, which can be eviction.

Housing Compliance Team

The team have been working hard over the past year supporting housing services, ensuring that we can continue to provide services to our tenants and leaseholders.



Manage tenant complaints making sure that we reply in full and on time.

We have increased the number of complaints responded to on time and decrease those that were responded to late. We have had an increase from 61% to 65% of complaints completed within timescales. This has been an increase of 4% over the year.



Make sure that policies and procedures are up to date.

This is an ongoing activity, constantly being reviewed. There is also a webpage on the council website dedicated for all of our policies. This page is constantly monitored and updated by the team. You can access the page here by scanning the QR code.



Make sure that housing service performance meets requirements, including those of the Regulator of Social Housing.

Working with the wider housing service we ensure that we are meeting the standards set by the Housing Regulator and updating the action plan following on from the Tenant Satisfaction Measures. This work has also been helpful to prepare Luton for when we are inspected.



Keep staff up to date with new laws and good practice to help us keep improving our services.

Following the incidents at Grenfell and the Rochdale report we have implemented a mandatory training schedule for all staff to complete. In March 2024 we started preparing staff for training throughout the year for the implementation of Awaab's Law, which first starts to take effect October 2025.

The team are continuously monitoring the housing website, looking where we need to update information and look at ways to make information more accessible to our users. The team have also been working on implementing our new housing service IT system CX, by building and testing both the internal system and the external customer portal. This will make it easier for you to report any issues, keep track of your rent and service charges. We will be keeping you informed of when the system will go live so please keep an eye out for any messages from us.

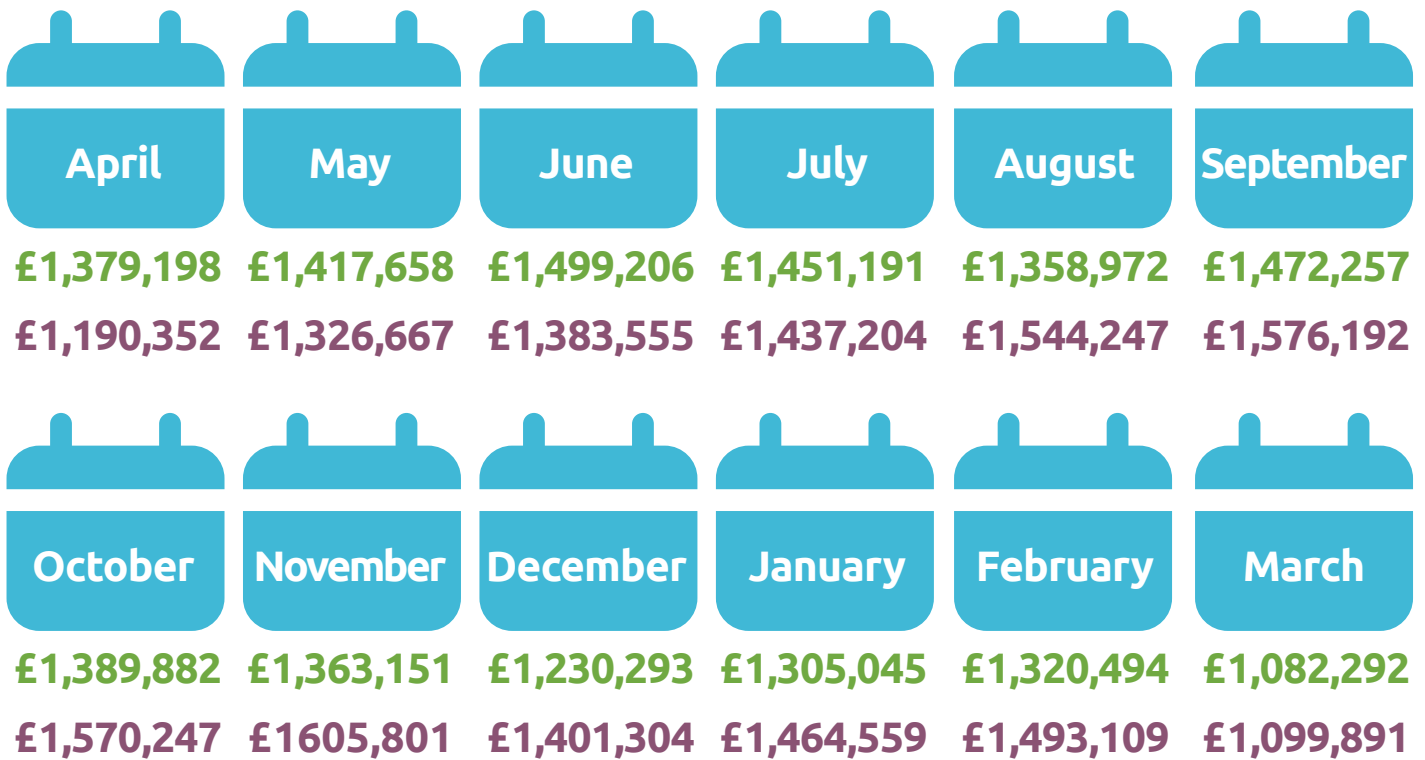
The Housing Income Team



The Housing Income Team's aim is to provide a responsive and effective service to assist payments of your rent and service charges.

Rent and service charges pay for the services we provide and repairs to your home. The Housing Income Team can also help you with budgeting, advice and help in accessing benefits.

2023/24 2024/25

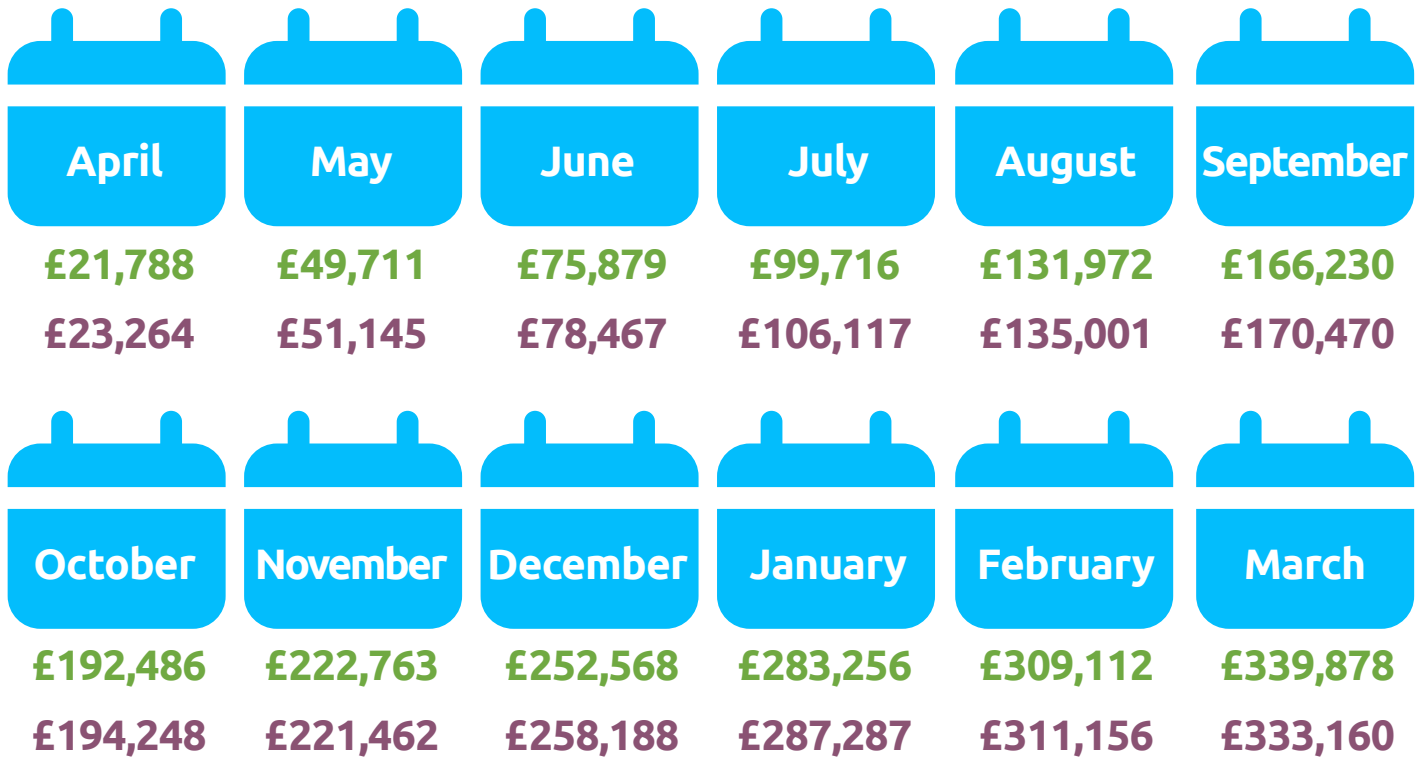


Performance has generally been mirroring the previous year. As with the last year, March had the lowest Rent arrears (£1,099,89).



Former tenant arrears

2023/24 2024/25



When some tenants leave their properties, they sometimes leave a debt on their rent account. We call this debt a former tenant arrear. The council chases these debts and we do recover them wherever possible, this money is then used to provide services and carry out more repairs.

The target for collecting former tenant arrears for the year was £350,000.



The Housing Commercial Team

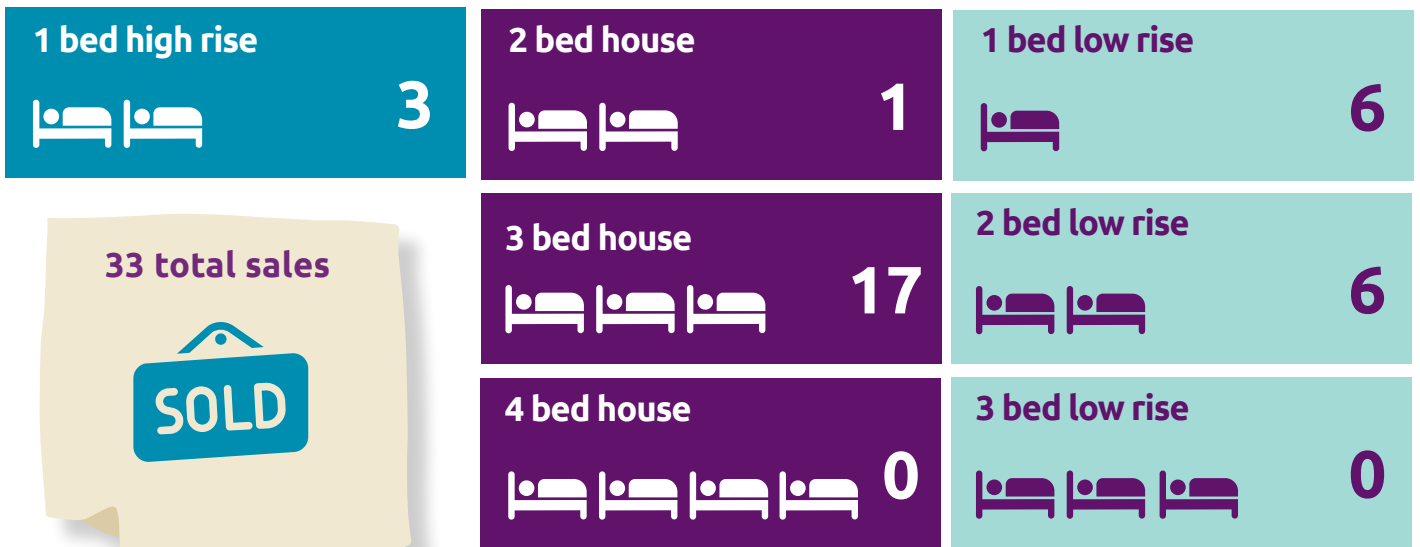
Applications

The Housing Commercial Team manages right to buy applications, garage management, tenant insurance scheme and leasehold services.

Central government legislation, has reduced the maximum discount, under the right to buy, from £102,400 down to £38,000, which is why the number of applications we received in 2024/25 was so high.

Right To Buy applications received in 2024 – 2025 was unusually high at **578**

Breakdown of properties sold



Garages

Our garage income in 2024-2025 was **£924,539**

In 2024 – 2025 – with the help of BTS we refurbished our Barnard Road garage site. We are pleased to say that 31 garages have now been offered to let. Refurbishment of another garage site is under way. Refurbishments of garage sites has increased our income by £19,375 per year.

We received funding of **£180,000** to refurbish our garages sites over 2 years.



Leaseholder Service

In 2024 we set up quarterly meetings to discuss cleaning, service charges and major works with leaseholders, after they had told us that they were less satisfied in the 2023 satisfaction survey. We also introduced an on-line newsletter which has received good feedback.



Sheltered Housing

Sheltered Housing in Luton is all about giving residents choices, encouraging them to be involved and encouraging them to keep their independence.

Luton Council manage and own 22 Sheltered Housing schemes across Luton, including two extra care schemes. Our extra care scheme are designed to help those tenants who need that extra bit of support, with carers on site to assist if necessary.

Sheltered Housing provides a secure environment for tenants over 55 years of age, or people with disabilities. Support is provided onsite and tenants can participate in activities with likeminded people. There is the added reassurance that should they need support or advice on topics which may affect their tenancy or wellbeing then that support is available from one of our Sheltered Housing Officers.

Achievements:



Last year we secured £9000 per scheme for tenants to use on items to improve the scheme in which they reside. With support of our Sheltered Housing Officers, tenants were able to collectively discuss and decide on items or services which they felt would improve the way the scheme looks and by way of improving the community as a whole. Some of the items and services included garden furniture, BBQ's, raised gardening beds, hi-fi equipment and even massage chairs!

The funds also allowed tenants to collectively attend the Theatre, visit the Seaside and hold communal functions.



Challenges:



Cost of living remains one of our biggest challenges and its impact is far reaching. This particular challenge has required us all to do our part in trying to assist people by working in conjunction with support services. As part of this we have worked closely with BTS to ensure all of our schemes are as efficient as possible in an effort reduce energy bills which tenants contribute to.

We have been involving our tenants and encouraging them to all come together. We have brought some amazing games and have shared some photos of our wonderful tenants having a go.



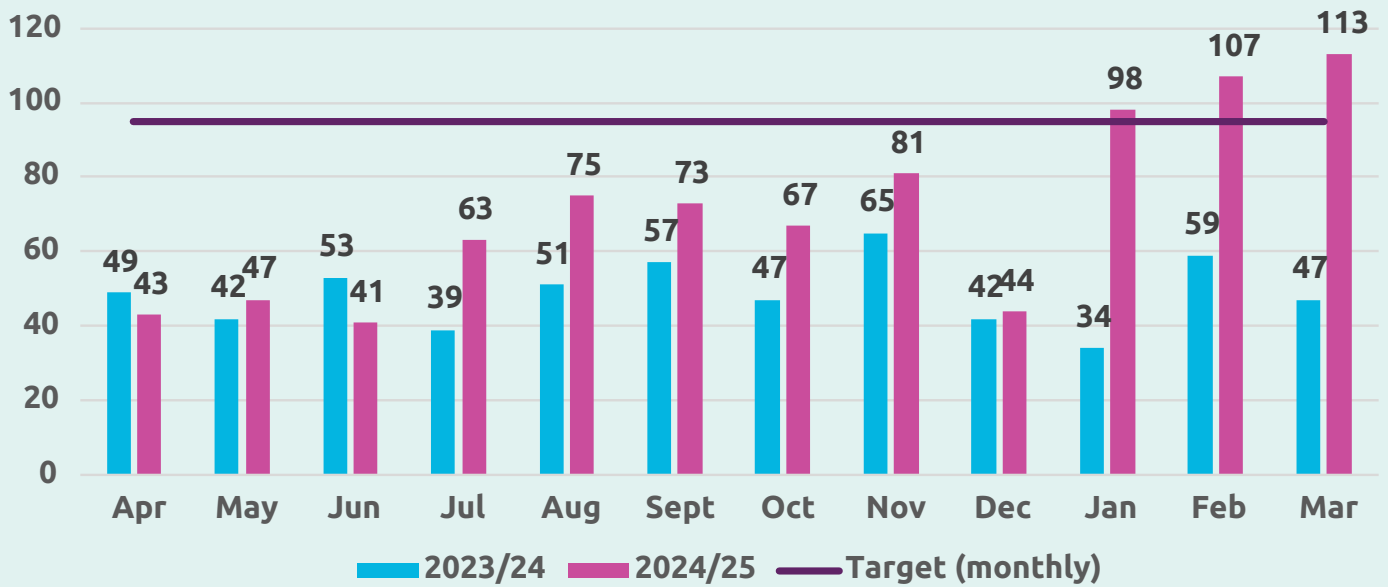


You said/we did

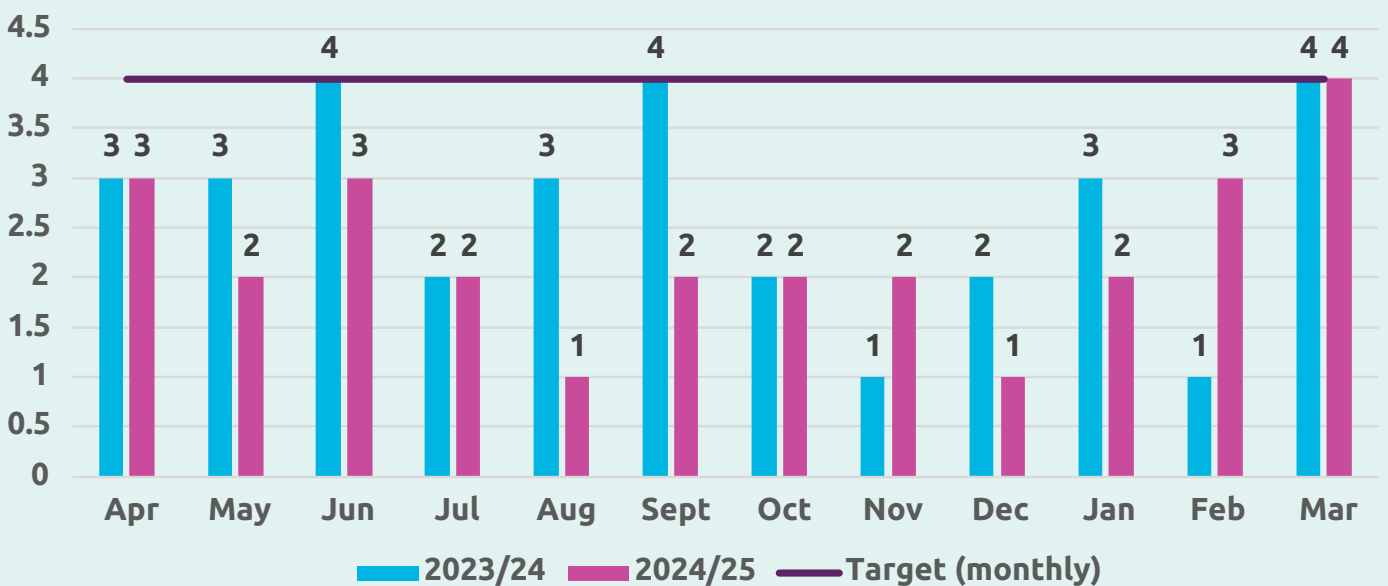
Activities are something which tenants have continued to express an interest in within our schemes although we are very aware that people have different opinions and interests. Through this year we have continued to promote activities across the service and encourage people to get involved. Through the last year some of our successes include Cinema Club, BBQ events, trips out together and starting various groups such as walking groups and gardening clubs in schemes where tenants have expressed those interests.



Tenancy Audits (Sheltered)



Sheltered Tenants' Meetings



Housing Estates Team

We aim to ensure that our residents living in low and high flat blocks, internal communal areas and external environments are clean, secure and safe for our residents. We do this by:

- Carrying out regular visual checks of all our blocks
- Monitoring progress of items outstanding from previous inspections
- Reviewing the work of contractors and contractor performance
- Enforcing our communal areas fire safety policy.
- Engaging with residents to highlight areas for improvement.

Successes:



Working in partnership with BTS Asset we have carried out 19 improvements project

Completed 108 Roadshows

We invite Councillors to our Roadshows

As part of the Health Estates Strategy, we have been working with various colleagues in public health to promote various wellbeing initiatives

We carried out various consultations with residents and give them the opportunity to have their say regarding where the live.



Challenges:



Parking - when estates were built there were fewer cars on the road meaning that there isn't enough parking for the residents cars.

Cleaning - we have had issues with the quality of some cleaning across our flat blocks and have been working to resolve this.

Coming Soon:



On our website, you will be able to find out who your Housing Estate officer is

You will be getting invites to attend your block inspections

We are working with our colleagues in Inclusive Economy to deliver six electric vehicle charging points across the estates

In 2025/26



As part of the healthy estate strategy, we aim to improve the health and wellbeing of tenants.

By supporting our colleagues in Public Health to promote campaign such as drop-ins medical check-up centres, stop smoking programs, play streets, grow your own tasting sessions and more.

Encourage residents to meet in the communal areas by requesting to use communal green land in flat blocks, and do things like growing fruit, vegetables and flowers in the communal garden.

Did you know that you can request a roadshow in your block by contacting your Housing Estates Officer or send an email: housingstatesteam@luton.gov.uk

We have completed **108 Roadshows, which is over our target of 7 per month**

Tenant Satisfaction Measures 2023/24

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10).

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood (TP11).

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour (TP12).

Our 2023/24 score

71.2%

59.2%

51.2%

Our 2024/25 score

62.4%

57.3%

49%

Benchmark:

64%

61.10%

55.50%



Achievements against internal surveys

Total % of block/ estate inspections completed

2023/24

2024/25

100%

100%

Total % of block/estate inspections judged to be of a "good" standard

96%

94%

Total % of high rise blocks

96%

94%

You said/we did

The door was a single exit only and residents were unable to gain access from outside which residents found challenging - a key fob system has been installed and which enables access externally and internally.

Exposed Bin Area open to anyone -

metal gates has been installed, flytipping and other ASB issues has reduced.

Installation of new back gate - high level of ASB activities has been prevented as a result of the new gate.

Did you know about the council's 'Love Clean Streets' App which you can install on your mobile devices and report a number of things e.g. fly tipping, abandoned vehicles, dog mess, potholes etc.

What is next for 2025/26

- To invite residents to block inspections at least once a month
- To encourage residents to use their communal garden space
- More partnership working on the Healthy Estates Strategy
- Working closer with the key customers in the blocks.

Repairs Service



Building and Technical Services (BTS) provide the majority of the repairs service and planned works to your home. We take immense pride in our ability to deliver affordable and high-quality services that focus on our customers. To help with meeting your needs we have a dedicated repairs contact centre delivering a 24/7 service.

BTS are made up of a dedicated team of plumbers, electricians, carpenters, business support staff and call centre staff.

You can report a repair by calling the team on **0800 0147 333** or by emailing them on **housing.repairs@luton.gov.uk**

Total calls to the call centre



23/24: **45,688**

24/25: **46,105**

Abandoned calls



23/24: **2,215**

24/25: **3,083**

Total day to day repairs completed each year



23/24: **20,885**

24/25: **28,187**

Total jobs fixed right 1st time



23/24: **99%**

24/25: **98.7%**

Total customer satisfaction



23/24: **96%**

24/25: **98.15%**

Total Carded Repair jobs



23/24: **2,220**

24/25: **2,237**

Average days to complete a repair



23/24: **7.6**

24/25: **8.7**

Number of gas safety checks completed



23/24: **6,899**

24/25: **6,875**

Total Programmed/ planned works carried out



23/24: **1,589**

24/25: **1,293**

Luton is about to commence a stock condition survey of all our housing stock. The stock condition survey is a visual inspection, which allows the Council to focus investment and maintenance on the areas that need the most. Our partners Savills will be working over the next 6 months to visit every home to carry out this survey. It is important that tenants let the surveyor in when they call. More information will be sent by post to all tenants.

It is important that tenants let our electrical engineers access so that they can carry out their tests so that we can ensure the electrical installation in your property is safe.

Tenant Satisfaction Measures 2023/24

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. (TP02)
 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. 2024/25 72.70% Benchmarking 68.30%

Proportion of respondents who report that they are satisfied that their home is well maintained. (TP04)

Proportion of homes that do not meet the Decent Homes Standard. (RP01)

Proportion of emergency responsive repairs completed within the landlord's target timescale. (RP02(1))

Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (RP02(2))

Proportion of homes for which all required gas safety checks have been carried out. (BS01)

Proportion of homes for which all required fire risk assessments have been carried out. (BS02)

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. (BS03)

Proportion of homes for which all required legionella risk assessments have been carried out. (BS04)

Proportion of homes for which all required communal passenger lift safety checks have been carried out. (BS05)

	2023/24	2024/25	Benchmark
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service. (TP02) Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair. 2024/25 72.70% Benchmarking 68.30%	76.4%	78.5%	72.20%
Proportion of respondents who report that they are satisfied that their home is well maintained. (TP04)	76.4%	73.6%	69.00%
Proportion of homes that do not meet the Decent Homes Standard. (RP01)	1.7%	0.8%	2.87%
Proportion of emergency responsive repairs completed within the landlord's target timescale. (RP02(1))	99.3%	83.3%	83.3%
Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (RP02(2))	98.9%	100%	96.5%
Proportion of homes for which all required gas safety checks have been carried out. (BS01)	100%	100%	100%
Proportion of homes for which all required fire risk assessments have been carried out. (BS02)	100%	100%	100%
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. (BS03)	100%	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out. (BS04)	100%	100%	100%
Proportion of homes for which all required communal passenger lift safety checks have been carried out. (BS05)	98.0%	100%	100%



Luton continues to provide safe home for our residents. Below are the statistics for last year.

100% Gas safety checks carried out	90% of or stock have a valid electrical safety inspections	100 % properties with water tanks water hygiene test carried out.	100% of all lifts gave a valid 6 monthly inspections carried out.	100% of our blocks have an in-date fire risk assessments carried out
--	--	---	---	--


Did you know
Currently 99.4% of Luton's housing stock is classed as decent under the Government's Decent Homes Standard.

Did you know
In March 2025, a study by Uswitch, revealed that Luton Council is in the top ten of local authorities in England and Wales ranked by energy efficiency score for social housing

Adaptations

The Adaptations Team's make sure improvements you need that enable you to stay in your current home are made. The team can install a range of adaptations to your home depending on your individual needs, as assessed by occupational health. These include:


40 wet rooms



Improved access to 20 properties



Installed 36 lifts (stair and through floor)



Carried out other adaptations to 7 properties including installing wash/dry WCs and creating safe spaces in Luton Council properties



Housing Strategy and Development Team

The team cover housing strategy, domestic energy efficiency, supporting more affordable homes to be built in Luton, and building new council housing.

In the last year we have been working to encourage more providers to deliver affordable homes in Luton, with 45 housing association homes completed in the year, and a further two sites progressing.

Our Capital Housing Development Team have achieved planning permission for two new projects and are progressing several other sites.

We also supported work across the council in preparing for new rules for supported housing.

We achieved national media recognition for our work in supporting private householders who had been affected by rogue insulation installers and our energy efficiency officer was invited to speak to a government committee on this issue.

We have also provided support in buying homes for use as temporary accommodation for homeless families.

Homes acquired for council housing:
8

New council homes on site
52

Newbuild council homes completions
0



Complaints

A complaint is a statement that something is unsatisfactory or wrong. The council's internal complaints process has two stages. Most complaints are resolved at stage one. In the year we had a total of 342 complaints of which 70 complaints (20.4%) progressed to stage two.

Tenant Satisfaction measures	Our 2023/24 score	Our 2024/25 score	Benchmark
Number of stage one complaints received per 1,000 homes. (CH01(1))	28.3%	32.8%	41.8%
Number of stage two complaints received per 1,000 homes. (CH01(2))	3.7%	6.4%	6%
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (CH02(1))	82.9%	82.2%	79.6%
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (CH02(2))	62.1%	97.9%	80%

Complaints completed within timescales

Late

Q1 23-24	Q1 24-25	Q2 23-24	Q2 24-25	Q3 23-24	Q3 24-25	Q4 23-24	Q4 24-25
37	27	37	34	41	51	43	31

On time

Q1 23-24	Q1 24-25	Q2 23-24	Q2 24-25	Q3 23-24	Q3 24-25	Q4 23-24	Q4 24-25
71	55	73	54	79	73	50	87

The percentage of complaints answered on time fluctuated over the quarters, falling from 67% at Q1 2024/25 to 61% at Q2 and 59% at Q3, before rising significantly to 74% at Q4. This represents an improvement compared to Q4 of 2023/24, when only 54% of complaints were answered on time.

Complaints by Theme

Q1 Failed to provide a service	Q1 Made an error	Q1 Staff behaviour	Q2 Failed to provide a service	Q2 Made an error	Q2 Staff behaviour
75	21	12	65	33	11

Q3 Failed to provide a service	Q3 Made an error	Q3 Staff behaviour	Q4 Failed to provide a service	Q4 Made an error	Q4 Staff behaviour
82	22	16	55	15	21

Quarter 3 continued to show the theme of previous years where the largest number of complaints were because of a failure to provide a service. This theme also includes where complainants were unhappy with significant delays.

Complaint Theme	Q1 23-24	Q2 23-24	Q3 23-24	Q4 23-24	Q1 24-25	Q2 24-25	Q3 24-25	Q4 24-25
Additional information provided	2	5	16	10	16	12	15	27
Delay in providing a service	34	31	17	30	24	32	46	48
Disagree with decision	11	13	6	5	6	2	4	2
Failure to provide service	15	16	34	16	8	12	10	18
Incorrect information provided	1	2	2	0	3	3	2	0
Lack of contact / not returning contact	14	10	21	14	12	12	10	4
Made an error	5	5	1	0	3	1	1	1
Not followed process	2	10	2	2	1	1	3	1
Provided a poor service	12	6	7	11	3	4	22	7
Staff behaviour	12	12	15	5	6	9	11	10

Quarter 4 2024/25 continued to show the trend of the previous year where the two most prominent themes amongst complaints were “delay in providing a service” and “failure to provide a service”.

Housing Ombudsman complaints

There were 9 complaints to the Housing Ombudsman during 2024/25



Housing Ombudsman – who they are and how they help you?

The Housing Ombudsman and Complaints Handling Code became a legal requirement for the council from April 2024. They are an outside organisation whose role is to investigate complaints from tenants about the council's housing services. The Ombudsman investigates complaints about the landlord's housing services, for example, property condition and repairs, charges, tenancy management, complaint handling and how a landlord is responding to antisocial behaviour that is affecting a tenant in their home. Usually, the tenant will have complained formally via the council's complaints process before taking to the Housing Ombudsman.

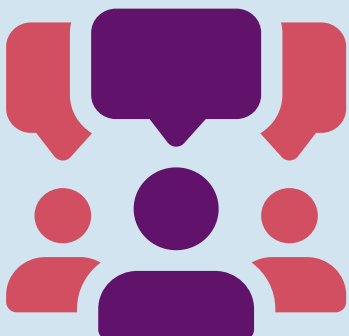
Some housing complaints are dealt with by the Local Government and Social Care Ombudsman. You can check which ombudsman deals with which complaint by scanning the QR code below. You can contact the Ombudsman via email, phone, and letter or on their website. They do strongly encourage that you please use email or the forms on their website so there are minimal delays. Their contact information is as follows:

info@housing-ombudsman.org.uk

<https://www.housing-ombudsman.org.uk/contact-us/>

Phone number: 0300 111 3000

Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PE2 0ET



Compliments

During the year we had a lot of compliments about the services that we provide. A few of these are shown below.

I would like to take this opportunity to thank Ms McNally for her assistance. She was both helpful and professional, and it was a pleasure speaking with her.

Our new sheltered housing officer, Omesh, is good at coping with extraordinary situations in this job. I am happy to say a big, big thank you for improvements made.

I called today to say thank you to Rhys – he was very good at fixing my parents' sink and was very kind to them.

Hello. I would like to compliment my housing officer Mr Adebayo. He has been extremely helpful with my needs, going above and beyond, making calls to the right departments to find information for me. I appreciated his excellent customer service. Thank you so much. He is a very nice person too
Thank you.

I would like to commend Tonjo Korubo. This gentleman was very helpful in dealing in all aspects of the issues I raised with the management of Kingsland Court. Tonjo is a gentleman of discretion, listening, observing and going beyond to understand and seek out a workable solution. His initiative was brilliant earlier today to resolve resident's concerns. I wish this capable gentleman and his family well.

It was a pleasure speaking with you today, you were very helpful and quickly resolved an issue that could have caused myself and Mr M some stress. It is unusual these days to have someone who is so willing to look for a way to help and to communicate back to me so efficiently.

Fantastic Customer Support Officer, who been in role for 22 years. Corrie everything a customer support officer should be.

Arthur did a wonderful job fixing the toilet, he even unblocked the wash hand basin while he was here. The best BTS staff member ever sent to the house, I'm over the moon with him.

Making sense of the money

Luton Council manages around 7,630 tenanted homes. In 2024/25 income was about £46,821,408.68 million. Most of the income comes from rent, but tenants and leaseholders are also charged for services and facilities that the council provides. Below is an overview of how rent and other income was spent during the year, including the percentage of money spent in each area.

Income	Income	%
Contribution towards costs	- 2,147,645.35	4.37
Charges for Services and Facilities	- 6,200,829.93	12.61
Garage Rents	- 924,539.16	1.88
Property Rent	- 39,912,243.17	81.15
	- 49,185,257.61	100
Expenditure	Expenditure	%
Housing Management	4,583,108.78	9.83
Estate Management	1,095,023.55	2.35
Income Management	632,611.74	1.36
Anti-Social Behaviour	185,125.60	0.40
Tenant Involvement	204,427.59	0.44
Capital Charges	17,730,277.39	38.04
Repairs and Maintenance	19,564,479.18	41.98
Rents and Rates	296,930.35	0.64
Central Charges	2,316,208.22	4.97
	46,608,192.40	100
Transferred to Reserve, to fund capital	- 2,577,065.21	

Sign up for your newsletter

Tenants have your very own newsletter.

In your newsletter you can find useful information about your tenancy, fun things to do round Luton and ways we can help each other. We aim to send out your newsletter every 2 months keeping you informed about everything to do with housing in Luton and how the new changes to legislation will affect you.

If you would like to subscribe to your newsletter it is now easier than ever!

You can sign up electronically via the QR code on this page or you can fill in our survey form at the end of this report. Send it in we can add you to our list. Please note that this newsletter is an online publication only.



Hello from Councillor Robert Roche

I'm delighted to present the tenant annual report for 2024-2025. We have focused on performance over the last year and how tenants have helped to shape the work that we do.

The past year has been a learning curve for me, as I get to grips with housing regulation, find out more about housing services and what the Council do well and what we could do better.



To help me develop my understanding of housing services I have:

- Visited sheltered accommodation (older peoples' schemes) and met the residents living there. I have been impressed with the management of these homes and the support provided to the residents.
- Met with, and worked with, involved tenants including the Tenant Partnership Board, Tenant Scrutiny Panel and local tenants' groups. Everyone in these groups works tirelessly to improve housing services and local communities. I want to see more engagement with Council tenants to make sure they help the Council shape the way housing services operate.
- Worked with staff as we embrace the changes that new regulation brings. I see this as a positive and necessary evolution of the housing sector. We know there is more to do, but I can confirm that everyone is working hard to ensure we meet all requirements including around safety in the home.
- Spent time with staff and involved tenants to investigate how we manage anti-social behaviour. Look out for more news soon, and plans for how this service will evolve.
- Despite all these challenges, I am optimistic for the future and ready to take action. If you see me out and about, please do chat to me, as I really want to hear your views and ideas for the future.

Councillor Robert Roche, Executive Councillor for Housing



Thank you for reading
our annual report

