

Newsletter for council tenants and leaseholders

Easter 2026



Your tenant scrutiny panel's latest review

The tenant scrutiny panel has carried out a review of the dedicated housing ASB service provided to all council tenants.



Their recommendations were agreed by the tenant partnership board in January 2026 and the service will now work on making these improvements. The board will be monitoring progress. If you would like to know more about the tenant scrutiny panel's work, you can contact the tenant engagement team on tpluton@luton.gov.uk

You can read the panels' reviews on our website: <https://shorturl.at/Mrm7V>

Tenant Engagement Strategy

have your say

The tenant engagement strategy sets out how we involve tenants like you in improving housing services. We are currently reviewing and updating this strategy and we need your help. You can share your views by contacting the tenant engagement team on tpluton@luton.gov.uk



Resident corner

Bread and Knitting

The resident group “We are Marsh Farm”, have been busy knitting for the neonatal department at Luton and Dunstable Hospital. With little funding but a strong drive the group have been extremely busy knitting a variety of items. The group are always happy for more volunteers to join them. You can contact the team on wearemarshfarm@gmail.com or via our website at: <https://linktr.ee/WeAreMarshFarm>



In partnership with Warburtons, our resident groups in Marsh Farm and Park Town have been supplying free bread and bakery products to local residents. Some members had this to say about the project:



MF “Tenants can access it anytime during our opening hours Monday Wednesday and Friday 10am - 2pm, many of the local residents rely on bread delivery and have told people in need about us.”

PT “The free bread scheme we’re currently running in Parktown is a great way for both us and residents to meet each other whilst helping in the community. Residents come to us in our office to collect this, or they book a time to collect via our WhatsApp or Facebook contact system”

Mystery shoppers

We are looking for people like you to be mystery shoppers for the services that we provide. Mystery shoppers are used to help identify areas of the services we can improve by testing how they work and letting us know about how we did – what went well, and what we could have done better. Full training will be provided so please contact us on tpluton@luton.gov.uk if you’d like to help.

Luton Adult Learning

Luton Adult Learning is your local learning provider. Whether you are looking to find a new job, gain a promotion, work with your local community, acquire new skills or improve your confidence, we have something for you.

Courses are offered in a wide range of subjects including English, maths, ICT, English for Speakers of Other Languages (ESOL), Work-related Learning, Family Learning, Employability Skills and a range of digital inclusion courses from “Basic ICT” to Digital Functional Skills and Practical ICT skills and Using your UC journal.

Courses are available for people living in Luton, aged over 19 years old and many of the courses are free.

The main Luton Adult Learning centres are located at Arndale House (LU1 2LJ) and Morton House (LU2 0LA). Courses and workshops are also delivered at different venues across Luton, including primary schools and nurseries.

For more information about Luton Adult Learning and the courses and workshops available, please visit the Luton Adult Learning website: www.lutonacl.ac.uk

To speak to one of the team, call: **01582 490033** or email: info@lutonacl.ac.uk

To keep up to date with Luton adult learning please follow them on:



facebook.com/lutonadultlearning



instagram.com/lutonadultlearning



uk.linkedin.com/luton-adult-learning



Subscribe to the Luton adult learning newsletter: tinyurl.com/LBCNewsletters



Cleaning in our flat blocks

We have been listening to your views on the cleaning services that are provided in your blocks. We have now engaged Chequers, as our new cleaning company. Feedback from you so far is that standards have improved but if you would like to report any concerns about the cleaning of your block you can contact your estates officer by emailing us on housingstatesteam@luton.gov.uk

Live in a flat? Your voice matters

Do you live in a council flat block? We are looking to recruit block champions to join our estate officers on inspections of the communal areas, to make sure they meet the required standards.

How can you join?

You can become a block champion by filling in the form on our website here: forms.office.com/e/FAX6jHYJg0

Need help filling it in? Contact Ben Attard on **07850 974893**

Block Champion - expressing your interest



Flat block - Roadshows

We are also continuing our roadshows, please let us know if you would like one held in your block. You can see our planned roadshows on the council's website here: <https://shorturl.at/liNU4>

Update from BTS



In late 2025, BTS successfully retained its quality accreditations (ISO 9001 and ISO 14001). This confirms our full compliance with best practice in quality management and environmental practices.

BTS have also looked at the way they are delivering their services to you all and have implemented some key changes to their structure.

Keeping you safe

As you may remember, the council is subject to new service standards that have been implemented by the Regulator of Social Housing – here is a link to these <https://shorturl.at/DN69s>



This is a closer look at the parts of the safety and quality standard that apply to the regular health and safety inspections that we have to carry out. These included:

Fire Risk Assessments
100% (468/468)



Legionella/Water Risk Assessments
100% (42/42)



Gas Inspections
100% (6843/6843)



Electrical Inspections
96.55% (8181/8473)



Asbestos Surveys
97.15% (443/456)



Lift Inspections
100% (62/62)



Your safety is important. If you receive any contact from us about gas, electric or any other safety checks please make sure you are there for any appointments.

If you do have any queries or concerns around health and safety within your property, please give us a call on **0800 014 7333**.

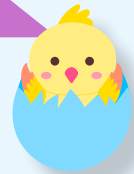
Please beware of cold-callers knocking at your door

We've had reports of cold callers claiming to be from BTS.

Always ask for proof of identity and don't let them in – our teams will always carry council identity cards. If something doesn't seem right, please call us and let us know on **0800 014 7333**



Update on the new IT system and an improved customer portal



Work is well underway at developing our new housing management system.

Focus is now shifting to your new customer portal, and this will allow you to sign in and view your tenancy agreement and documents such as letters we have sent to you. Submit an enquiry form for estate, leaseholder and tenant enquiries. You can still view and download a rent statement and make a payment to your rent and leaseholder accounts, find advice on repairs and how to raise a request via the repairs portal. You will also be able to link in to the new Luton homefinder site, among other regular requests.

Having Google Translate built into your customer portal you will also be able to select from over 200 language translations helping us to meet the diverse needs of the Luton housing community.



Mutual exchange – mutually beneficial

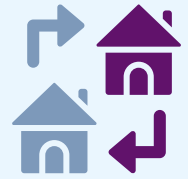
Did you know that council tenants can swap tenancies?

On the Homeswapper website you can register your interest in home swapping, advertise your property and give details of the type of home you are interested in.

The website will then match you with properties which meet your requirements in the areas you specify. To be eligible for the scheme – known as mutual exchange – tenants need to be secure tenants, have a clear rent account and have no other breaches of tenancy.

Over 500,000 tenants have signed up to this national service looking to swap their council or housing association home. You can read more about mutual exchanges on our website or visit here: shorturl.at/8d1si

Just a reminder if you live in a family home and are interested in moving to somewhere smaller, please remember the room to move scheme where the council will give you incentives to do so. More information on the council's website or here: shorturl.at/N85TJ



A big welcome to Marques Gustave

We would like to introduce you all to our new tenancy service team manager. Marques has joined us bringing extensive knowledge on a wide range of housing services. We welcome Marques in joining Jessen Patel and providing support, guidance and leadership to our team of dedicated tenancy officers.



Sheltered Housing – time for a rebrand

Sheltered Housing provides accommodation for people age 55 or over, with dedicated communal facilities for social events. We have 22 schemes across Luton with nearly 1,000 residents. You have told us that you don't think that sheltered housing is the right name for the service and it needs bringing up to date. If you would like to help us rename and rebrand the service, please share your views on what it should be called by completing the follow survey or contacting Ben Attard on **07850 974893**.

We'll be asking those of you who live in sheltered housing schemes to vote for your favourite.

There will be a small prize for the winning name.



Update on the Housing Hub

We've been making a lot of progress on implementing the Housing Hub as a single, reliable first point of contact for you with housing services coming into the main customer service centre. This means every housing call is now answered directly by a customer service officer, improving access, reducing delays, and providing immediate support when you need it most.

We currently have two dedicated customer service officers are handling housing calls, and are recruiting for a third officer. This team will continue to grow as additional housing services are brought into the Housing Hub.

The first service we focused on delivering via the Hub is our income service. There has been a clear service agreement that sets clear arrangements for call handling and escalation.



Our aim is for the Housing Hub to become the single first point of telephone contact for all housing enquiries. Plans are also in development to introduce a single housing telephone number and enhanced online access, making it easier for you to contact the council in the way that suits you best.

This will all give you clearer access, faster responses, fewer handoffs, and a more consistent, joined up housing experience focused on getting things right first time.

If you would like to find out more or get involved, please email transformation@luton.gov.uk

Have your say. Make a difference. Shape housing services.

We're looking for enthusiastic tenants to join our more formal two engaged tenant groups:

- Tenant Partnership Board - who have a say in how we manage housing services
- Tenant Scrutiny Panel - who review and help improve how we deliver housing services.

These groups:

- Ensure tenants' voices are heard in decisions that matter
- Help improve housing services
- Identify areas for improvement

Why join?

- Make a positive impact to your housing services
- Gain new skills and experience
- Make new friends and help shape services

Interested?

Get in touch today!



Smart up your rent with our Money Maximisers

In 2026, we have launched our Smart Up Your Rent campaign — designed to help you make the most of your income and discover easier, smarter ways to manage your rent. If you're finding it hard to keep on top of your rent, you're not alone. We understand how stressful money worries can be. That's why we're offering extra support through our money maximisers to help you get back on track, maximise your income, and feel more confident about managing your rent in 2026.

What's included?

Our income maximisation and rent support offers:

- ✓ telephone, town hall, or home visit appointments
- ✓ help applying for benefits and discretionary payments
- ✓ budgeting tools and self-help kits
- ✓ tailored support plans to ease financial pressure

How to get started

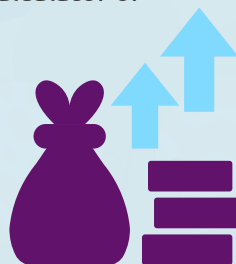
Step 1: Visit us at [www.luton.gov.uk maxrentsupport](http://www.luton.gov.uk/maxrentsupport)

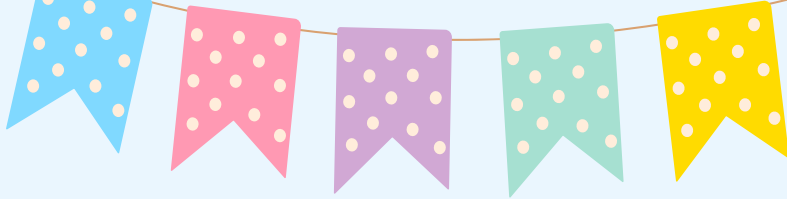
Step 2: Select our "Better Off Calculator" and complete the online calculator.

Step 3: Let us know you have completed the Better Off Calculator or simply tell us you need help via our complete an income maximisation and rent support request form.

Prefer to speak to someone?

Call us on **01582 547794** and ask for an income maximisation and rent support appointment.





Eid Mubarak

We hope everyone who celebrated Eid had a lovely time celebrating with their family and loved ones.

Coming soon to an area near you

Following a review of our Tenant Satisfaction Measure (TSM) scores, your housing service will be planning action days in an estate near you. Keep an eye out in future editions of these newsletters for how we get on.



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



luton.gov.uk

Luton