Tenant and Leaseholder annual report 2025/2026

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Please note this report is currently being designed and will be uploaded once completed.

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1. Welcome to our annual review for council tenants and leaseholders for 2025/26

This annual report is for council tenants and leaseholders to highlight how our housing services have performed in the last financial year from 1 April 2025 to 31 March 2026.

This report covers a range of our housing services, including how we engage with you, how responsive our repairs service has been, how we maintain and manage council homes, how many new homes we are building how quickly we are letting out our empty homes and how we are handling complaints about our services.

We believe it is important that all our tenants and leaseholders can see this information for yourselves. 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 report interesting and informative. You can share your thoughts on this report by contacting us on tpluton@luton.gov.uk or scanning the QR code (will be published soon).

2. Message from the chair of your tenant partnership board

Hello everyone, it's that time of the year again, when we publish the facts about how we are performing and meeting our needs. The board has had another successful year identifying your views and making sure your views are heard. We continue to focus on how housing services are working. We know where you feel improvements are required and we will keep pushing for change and keep you all updated during this the journey.

In the past year board members have reviewed the skills that we have and what we need for the future. This has led to a training programme for us to ensure we have the skills and knowledge we need to work at our best for you. This has included in depth training courses with tenant engagement experts TPAS to help understand the changes to housing regulations and what our roles are in it.

In our regular meetings we have helped create new and improved housing policies, strategies and plans and reviewed existing ones. We have helped make changes to staff members' ways of working and asked for changes in how and when information is being provided to tenants to ensure it makes sense to us all. We have been developing how we use the learning gained from complaints and by monitoring housing service performance helped satisfaction? scores improve.

We have been working with the different housing teams across the service and continue to find out more about their areas of work.

Our main goal is to make sure our tenants and leaseholders views are heard. Over the next 12 months, we are planning visits to your estates to hear your views, find out what matters to you and recruit new members. If you would like us to visit your area, please 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

3. Regulation of social housing services

3.1 Tenant satisfaction measures

Registered social housing landlords must provide certain information to the Regulator of Social Housing. This includes their scores against 22 tenant satisfaction measures. We are required to report on these measures annually. Some of these measures are based on our tenant's satisfaction, others are on our performance in housing services, repairs, safety checks and complaints.

Please look out for the tenant satisfaction measures throughout this report to see how we are performing. We have shown this year's results alongside last year's, to allow you to see how we are doing. We have also shown the benchmark, which is the average of all social housing landlords' results.

Overall tenant satisfaction TP01			
Our 2024/25 score	Change over time	Our 2025/26	Benchmark
70.4%	Arrow up	73.6%	70%

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

3.2 Tenant engagement

We believe in engagement before acting and this is at the heart of how we work towards improving the services housing provides to you. A key part of tenant engagement is involving you, working with you and listening to your opinions. This helps ensure housing services focus on what is important to you and that services improve over time.

We have been working closely with all our key customers and offered a variety of opportunities for involvement to our tenants and leaseholders. You can read about some of the successes there have been over the past year in this report.

If you would like to know more about to get involved, please contact the team on tpluton@luton.gov.uk

Tenant satisfaction measures – listening, informing and treating people with fairness and respect	Our score 2024/25	Change over time	Our score 2025/26	Benchmark
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them (TP06)	57.2%	Arrow Up	63.9%	57%
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them (TP07)	62.0%	Arrow Up	69.9%	69%
Proportion of respondents who report that they agree their landlord treats them fairly and with respect (TP08)	69.8%	Arrow up	77.2%	75%

4. Our successes

4.1 Our tenant and leaseholder newsletter

In the previous year's TSM scores, you told us that communication was a problem and that you wanted more information on paper. To resolve this the team created a newsletter for all tenants and leaseholders that is posted directly to your door. These newsletters are sent to you three times a year.

The newsletters provide updates for you on changes that affect the services we provide you, offer you ways you can get involved, fun facts, competitions and much more. If there is something you would like to see in a future edition of a newsletter, please do let us know.

4.2 A family fun day

This was held in Manor Park in August 2025, led by the park town TARA, with lots of different animals and birds on display for everyone to learn more and enjoy, plus bouncy castles. Both the fire service and the police attended with emergency vehicles for local people to see. This is a great example of our involved tenants working together to put on events, and everyone who attended had a great day.

4.3 Marsh Farm residents, making a real difference

Our tenant and resident group in Marsh Farm have been a powerful force over the past year, running successful events, mainly ones creating worry worms for students in local schools dealing with anxiety, warm hats, blankets, boots and gloves for premature babies in the NICU at the Luton and Dunstable Hospital.

They managed to put on game days throughout the summer for the children of the community to keep them entertained during their school break, providing snacks and drinks. They gained the trust of the community and are supported by all.

4.4 Key customers going from strength to strength

The team has continued to host key customer sessions, meeting involved residents to discuss key areas of the service and look to see how we can make improvements. The sessions have continued to be received well by attendees, and the team plans to continue with these events.

These sessions are a keyway to help shape the services we provide and share your views, a notable one being the brand-new tenant engagement plan 2026-2029 which was shaped around your views and where you feel our focuses should be.

5. Our challenges

5.1 Visibility on estates

Throughout our discussions with you, you have told us that our staff are not visible enough on the estates. In future, just like our estates team, the tenant engagement team will be wearing purple fleeces so you can easily identify us when we are visiting your area. Keep an eye out, we will be out in your area finding out what's important you.

5.2 Communication

The IT email security system Egress has been identified as an issue for you, making it harder for you to engage with colleagues across the service. The team have heard about these problems and are looking at ways we use to help resolve them.

6. How we have been performing

The following chart will tell you how the tenant engagement team have been performing throughout the year and outcomes from activities.

Task	Numbers	Outcome
Scrutiny panel meetings	7	The panel has worked on its review of the management of housings anti-social behaviour service and reported its recommendations to our tenant partnership board.

		The panel continues to monitor actions made after previous reviews.
Tenant partnership board meetings	11	Service failures identified and service improvements made. Reviewed ways of working. Changes to information provided to tenants via websites, leaflets etc. Directly fed into housing policies, monitored regularly housing service performance and how complaints are managed, fed into how housing budgets are allocated, rent increases and potential future spending.
Tenant and resident association (TARA) formal meetings	45	Highlighted new ways of working and communicating to tenants. Highlighted key arears of work that need to be joined up by internal teams.
Tenant training sessions	4	Improved tenants understanding of regulation such as Awaab's Law, helped develop stronger understanding of tenant representative roles and responsibilities.
Key customer sessions	6	Views have directly impacted larger campaigns such as communications, ASB understanding and how this service is delivered and the wider tenant perceptions on services.
Estate visits	14	Addressed issues on estates and highlighted them with relevant teams to be investigated and resolved.
Surveys	20	Given tenants and leaseholders the opportunity to share their views and directly influence decision making. A new initiative by the team has been question of the month where we ask our key customers their views on different areas.
Focus group sessions	4	Agreed on new ways of meetings, agreed the title of their retrospective groups, agreed the priority areas moving forward. At present we have three focus groups: • diversity and inclusion group • young people (18-35) group and • our disability group

		If you would like to join one of our focus groups you can do by contacting the team.

6.1 Electronic newsletter

Following the success of our hard copy newsletter, we have decided to change the focus of our electronic newsletter. Previously we would send updates to our subscribers, but these updates are now sent out via our physical newsletter.

The e-newsletter will now be used to update key customers and all signed up on upcoming ways to get involved. This will include estate visits, focus groups and our key customer sessions. If you would like to subscribe to the e-newsletter you can do so by scanning the QR code.

6.2 You said we did

You told us you were unclear on what antisocial behaviour you can report to the council and how. We have provided more information on what antisocial behaviour is and how you can report it. We did this in posters in flat blocks and articles in newsletters.

6.3 Did you know

We have continued to see steady growth in our key customer group, which now stands at 744 members. Key customers can take part in our monthly surveys, sharing their views and confirming the topics they are interested in. We have also continued to hold focused engagement events that are open to all residents.

Our key customers are the eyes and ears of our communities. They help us understand what matters most to residents, identify issues on our estates, and guide us on where we should focus our time and resources.

If you would like to find out more about what Key customers do and how you can join, please contact the team on tpluton@luton.gov.uk

We are planning to send out updates virtually to our key customers via our electronic newsletter, you can sign up to our updates via the following QR code or by contacting the team.

7. Allocations

7.1 Housing demand and lettings

Demand for council housing continues to significantly exceed the number of homes becoming available, with demand increasing year on year.

As of 31 March 2026:

- 12,951 households were on the housing register
- 912 households were living in temporary accommodation (TA)

7.2 Waiting list by bedroom need

- 1 bedroom: 5,420 households
- 2 bedrooms: 3,853 households
- 3 bedrooms: 2,973 households
- 4 or more bedrooms: 705 households

Despite these challenges, the allocations team remains committed to helping residents access suitable housing, recognising that each successful letting can make a significant difference to the lives of individuals and families.

During 2025/26, a total of 318 homes were let to households comprising 701 individuals.

7.3 Housing association lettings by property size

- studio/1 bedroom: 38
- 2 bedrooms: 41
- 3 bedrooms: 4
- 4 or more bedrooms: 3

7.4 Council lettings by property type

- bedsits: 2
- bungalows: 22
- houses: 81
- high-rise flats: 54
- low-rise flats: 144
- maisonettes: 15

Every successful letting represents an opportunity to improve the quality of life for residents and their families, making the work of the allocations team an important contribution to supporting local communities.

7.5 Reasons for tenancies ending

Most council homes become available for letting when a tenancy comes to an end. These empty properties are known as voids.

During 2025/26, properties became available for re-letting for the following reasons:

- death of tenant: 106
- internal transfer: 72

- moved to supported accommodation/residential care: 39
- moved to the private rented sector: 38
- moved to a social tenancy outside the borough: 19
- evicted: 11
- moved in with relatives: 5
- abandoned: 4

7.6 Voids Performance

The voids team continued to work to minimise the time properties remained empty and unavailable for letting.

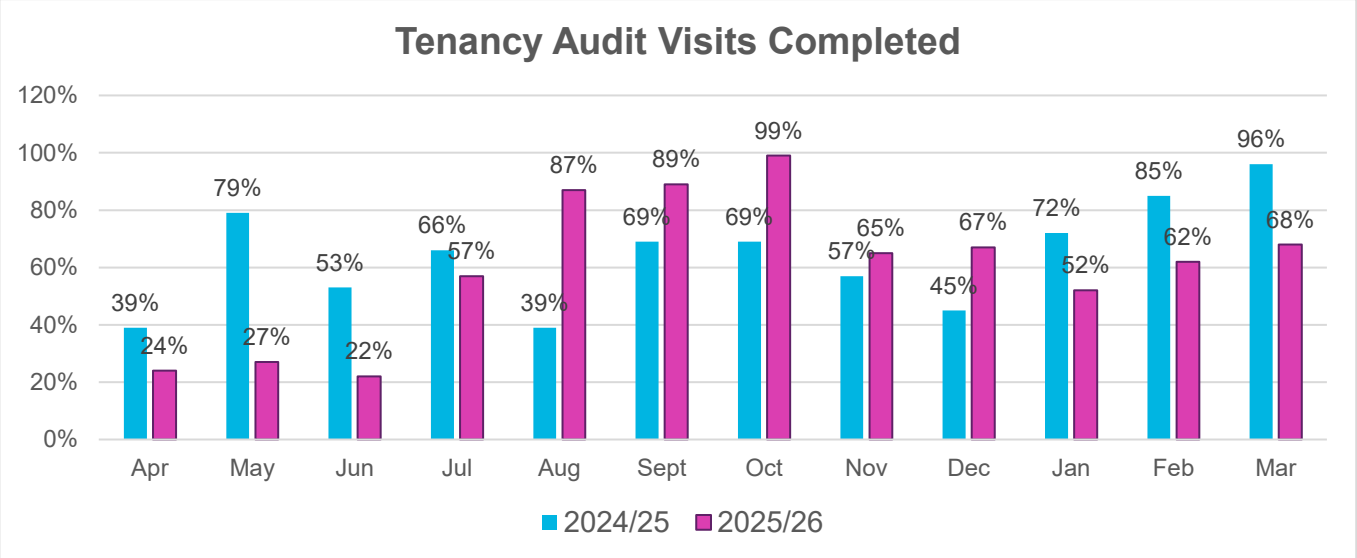
- general needs properties: Average re-let time of 23 days against a target of 21 days
- sheltered properties: Average re-let time of 21 days against a target of 22 days

Efficient management of void properties helps ensure homes are returned to use as quickly as possible, reducing waiting times for applicants on the housing register.

8. Tenancy Management

The tenancy management team focus on you and your home. We are here to help you understand your tenancy agreement and deal with your housing tenancy related queries.

The team focuses on tenancy audits, neighbour disputes, succession requests, assisting you with mutual exchanges and tenancy management visits to you at home.



8.1 What is a tenancy audit?

We use tenancy audits to check that everything is going well with your tenancy and to ensure we are providing the right support.

During a tenancy audit, we may:

- confirm that the correct tenant is living in the property
- check whether the property is suitable for your household's needs
- ensure the home is being looked after and maintained appropriately
- identify any support needs and provide housing-related advice
- update our records and discuss any concerns you may have

Regular tenancy audits help us keep our records up to date and ensure council homes are being used appropriately.

- total number of tenancy audits completed: 3,875
- properties recovered due to tenancy fraud: 8

8.2 What is tenancy fraud?

Tenancy fraud occurs when someone obtains, uses or keeps a social housing tenancy unlawfully, or misuses a council home for personal gain.

Examples of tenancy fraud include:

- renting out a council property without permission
- obtaining a tenancy by providing false information
- living elsewhere while someone else occupies the property, or leaving it empty
- a property where there is a frequent turnover of occupants
- an elderly tenant moving into residential care or passing away, and family members remaining in the property without permission
- a tenant moving in with a new partner and leaving adult children in the property
- a property that has been empty for a long period, or where the tenant only returns occasionally to collect post

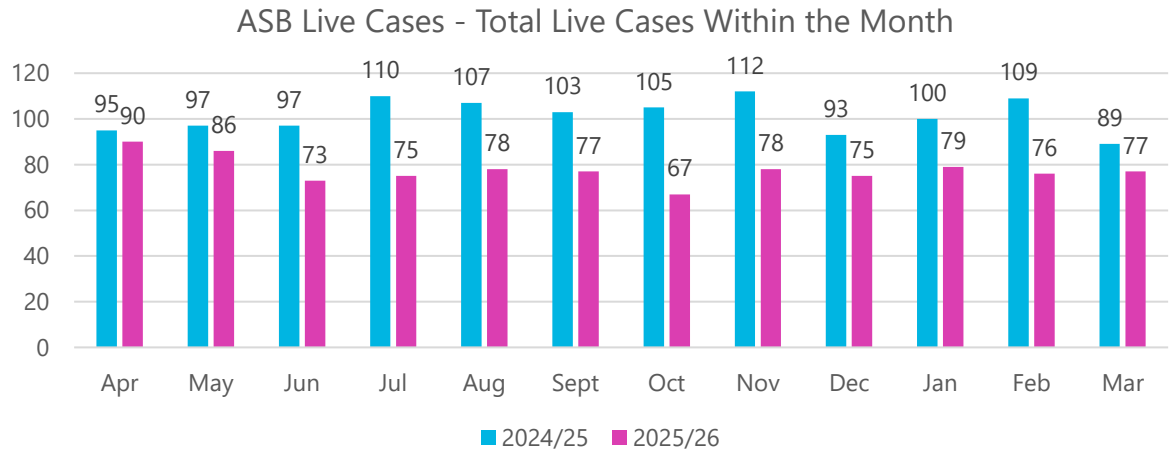
Tenancy fraud reduces the number of homes available for people in genuine housing need and can increase waiting times for families seeking social housing.

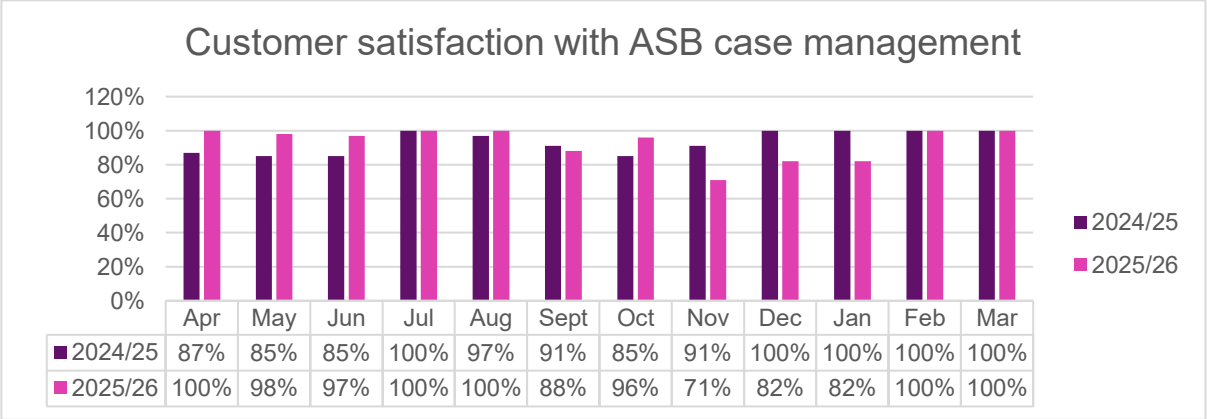
9. Housing anti-social behaviour team

Reducing anti-social behaviour (ASB) on our estates remains a key priority. We take all reports seriously and work closely with the Police, partner agencies and residents to help ensure our communities are safe places to live.

To strengthen our response, we now have a dedicated team of four specialist officers focused on housing-related ASB. The team works with residents to investigate reports, take appropriate action where necessary, and support those affected by anti-social behaviour.

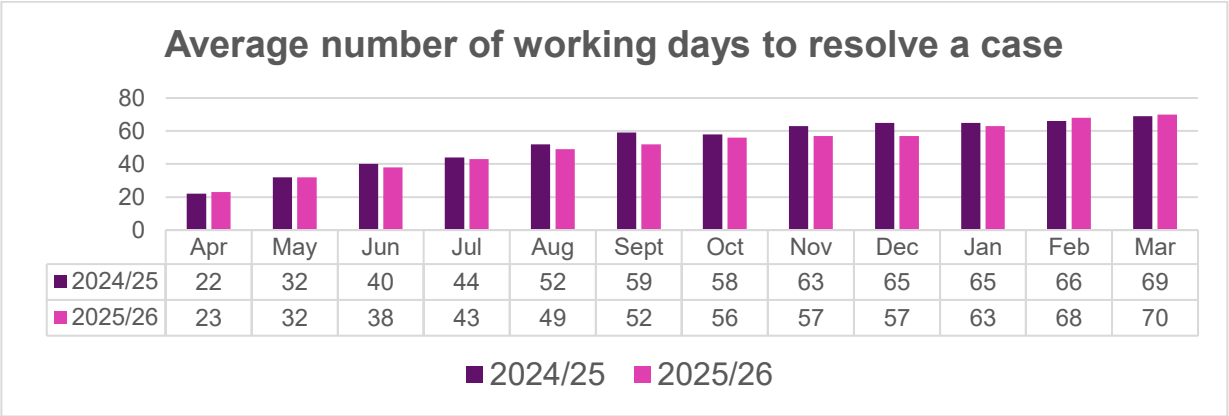
ASB cases	Our score 2024/25	Change over time	Our score 2025/26	Benchmark
Approach to handling ASB (TP12)	49%	Arrow up	54.9%	57%
Number of anti-social behaviour cases, opened per 1,000 homes	61.5 cases	-	46.6 cases	-
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.3 cases	-	1.3 cases	2.23





	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2024/25	87%	85%	85%	100%	97%	91%	85%	91%	100%	100%	100%	100%
2025/26	100%	98%	97%	100%	100%	88%	96%	71%	82%	82%	100%	100%

We ask those of you who have reported ASB how satisfied they were with the service provided. This chart shows how satisfied customers were. Most customers reported a positive experience of how their cases have been handled.



The trend over the past year shows that the time to resolve ASB cases has improved for most of 2025/26, with cases being resolved much faster than compared to 2024/25.

Our tenancy officers manage lower-level cases of ASB, supported by our specialist housing ASB officers. Where a case becomes more serious or complex, it is managed directly by the housing ASB team. The team works closely with other services, including the Council's ASB team, noise team and the police, to achieve the best possible outcomes for our tenants and residents.

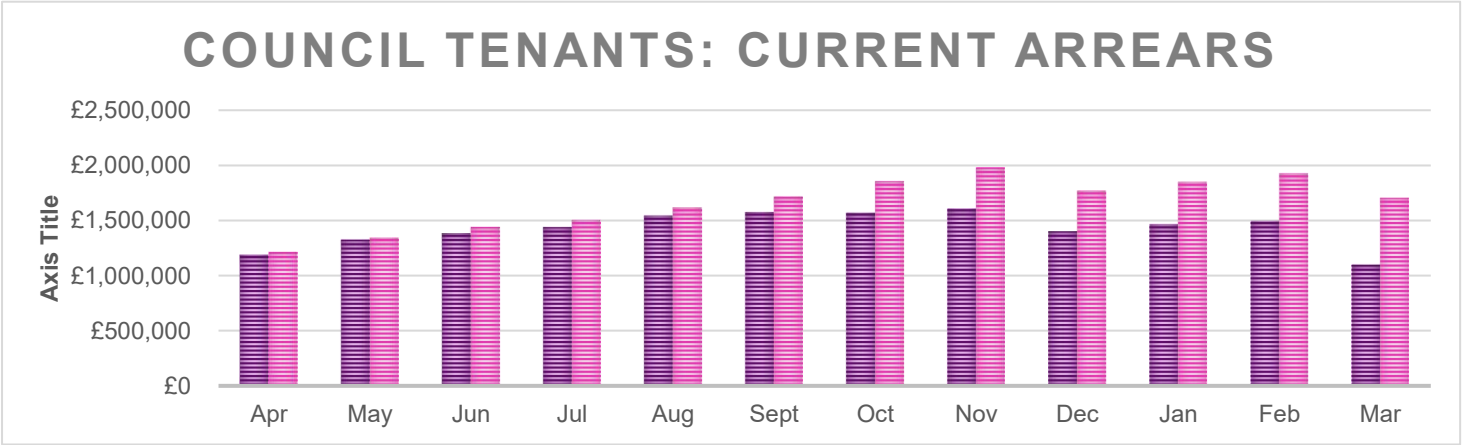
Most anti-social behaviour (ASB) cases are resolved through early intervention, advice and support. However, where the behaviour continues or is particularly serious, we may take formal enforcement action, which can include legal action and, in some cases, eviction.

10. 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 you in accessing benefits.

10.1 Rent collection: council tenant's current arrears



Performance has generally been mirroring the previous year. At the end of the financial year, we saw a steady increase in rent collection. This allows us to pay for the services we provide to you and make improvements to your homes.

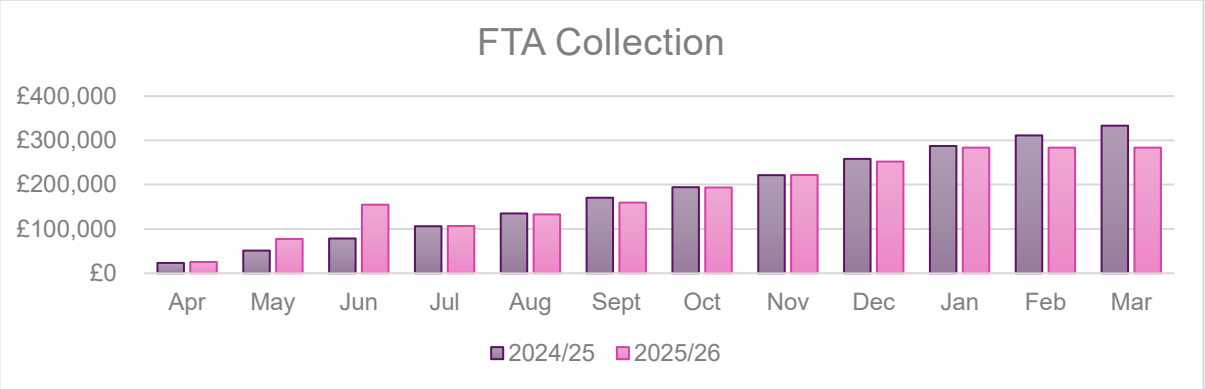
Year	April	May	June	July	August	September
2024/25	£1,190,352	£1,326,667	£1,383,555	£1,437,204	£1,555,247	£1,576,192
2025/26	£1,216,197	£1,344,967	£1,441,155	£1,505,295	£1,618,729	£1,857,190

Year	October	November	December	January	February	March
2024/25	£1,570,247	£1,605,801	£1,401,304	£1,464,559	£1,493,109	£1,099,891
2025/26	£1,857,190	£1,982,131	£1,772,356	£1,850,012	£1,928,417	£1,707,182

10.2 Rent collection: former tenant arrears

When some tenants leave their properties, they sometimes leave a debt on their rent account, this is what we call a former tenant arrear.

Members of the income team chases these debts, and we do recover them wherever possible, this money is then used to provide services and carry out more repairs.



Year	April	May	June	July	August	September
2024/25	£23,264	£51,145	£78,467	£106,117	£135,001	£170,470
2025/26	£25,423	£51,966	£77,398	£106,713	£132,836	£159,493

Year	October	November	December	January	February	March
2024/25	£194,248	£221,462	£258,188	£287,287	£311,156	£333,160
2025/26	£193,641	£221,753	£252,086	£283,594	£283,594	£283,594

11. The housing commercial team

The housing commercial team manages

- right to buy applications
- garage management
- tenant insurance scheme and
- leasehold services

Central government legislation reduced the maximum discount under the right to buy from £102,400 down to £38,000. Those right to buy cases received prior to the discount being reduced have started to complete now which is why the number of sales in 2025/26 was high at 88 properties sold.

11.1 Right to buy and garage income 2025/26

We received 60 right to buy applications in 2025/26, despite the maximum discount being reduced to £38,000.

A total of 88 properties were sold through the right to buy scheme, comprising:

- 1 x 1-bedroom house
- 12 x 2-bedroom houses
- 43 x 3-bedroom houses
- 3 x 4-bedroom houses
- 3 x studio (0-bedroom) low-rise flats
- 9 x 1-bedroom low-rise flats
- 8 x 2-bedroom low-rise flats
- 4 x 3-bedroom low-rise flats
- 5 x 2-bedroom high-rise flats

Garage rental income totalled £967,260 in 2025/26. We refurbished 20 garages at the Wetherne link garage site, all of which have now been let.

A further funding bid is currently being prepared to support the refurbishment of additional garages.

11.2 Right to buy and garage income 2025/26

The meetings we set up with leaseholders in 2024 have continued and are popular with our leaseholders. We also introduced an on-line newsletter which has received good feedback.

We are now looking at physical newsletters which we will send out to all our leaseholders providing important updates. If there are certain stories or services you would like to read about, please contact the team on HousingLeasehold@luton.gov.uk

12. The sheltered housing team

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

We manage and own 22 sheltered housing schemes across Luton, including two extra care schemes. Our extra care schemes 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.

12.1 Achievements

We have been increasing the numbers of social activities within our schemes over the past year. Last year we enrolled a number of tenants and our sheltered housing officers onto food and hygiene safety courses to enable them to lead and assist in food preparation for events held by tenants within our schemes.

This also enables tenants to assist sheltered housing officers in food preparation at events. This has enabled tenants to successfully hold BBQ's and other food related activities whilst ensuring good safe practice is maintained.

12.2 Challenge

Activities in sheltered housing are beneficial for multiple reasons. They keep people active, mentally and physically, and they promote a great sense of community within the buildings when activities take place.

One of our biggest challenges is getting tenants to engage and partake. Whilst we can facilitate activities in our schemes, and we have fantastic facilities available for use; we are especially reliant on tenant engagement to ensure that activities that we facilitate can become a mainstay.

In all schemes we are constantly looking for tenants to get involved and assist with activities in all forms. We as a service will always provide support, guidance and even training in relation to some activities. We can even provide hardware and equipment in some cases.

If tenants are interested in being a lead in an activity within their scheme, please contact your sheltered housing officer.

You said we did:

Following last year's TSM survey one of the most important pieces of feedback concerned the perception of security within the schemes. Following receiving that feedback we began work with BTS to address the concerns raised as part of the TSM feedback.

This work has included increasing the numbers of CCTV cameras across all schemes, installation of extra key fob entries within schemes to isolate certain areas within the schemes and

installation of car park barriers at some sites. Other parts of this project which are in the pipeline for all schemes are digital noticeboards. This work is ongoing.

13. The housing estate 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 performance of contractors
- enforcing our communal areas fire safety policy
- engaging with residents to highlight areas for improvement

13.1 Successes

During the year we:

- continued working with residents to make improvements to our estates
- delivered 162 roadshows, a 50% increase compared to the previous year
- carried out a range of resident consultations, giving people the opportunity to share their views and help shape decisions about where they live

13.2 Challenge

Parking continues to be an ongoing challenge due to the high number of vehicles across Luton and the limited availability of parking spaces in some neighbourhoods. To help address these issues, the team is continuing to consult with residents in affected areas to explore potential parking solutions, including the introduction of parking permit schemes where appropriate.

For example, in areas where residents experience difficulties finding parking near their homes due to commuter or visitor parking, we may consult residents on introducing a permit parking scheme to help improve access for local households.

13.3 Continuous work

We continued to work with our public health partners to promote initiatives such as health check drop-ins, stop smoking support, grow your own sessions, and play streets activities, helping residents improve their health and wellbeing.

Tenant satisfaction measures	Our score 2024/25	Change over time	Our score 2025/26	Benchmark
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained (TP10).	62%	Arrow up	69.5%	64%
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood (TP11).	57%	Arrow up	62.8%	62%

Achievements against internal surveys	2024/25	2025/26
Total % of block/estate inspections completed	100%	99%
Total% block/estate inspections judged to be of a good standard	94%	95%
Total % of high-rise blocks	94%	97%
Total % lettable garages let	99.5%	99%

You said we did:

In Farley Hill, residents told us that the internal corridors of a low-rise block were dark and tired looking, with old paintwork, worn flooring and marks that could not be removed through cleaning. In response, we refreshed the communal areas with new paint and flooring, creating a brighter and more welcoming environment.

Did you know that you can request a roadshow in your block by contacting your housing estates officer or emailing housingestatesteam@luton.gov.uk.

We're launching block champions, giving residents the opportunity to work with the housing estates team, represent their block, share feedback, and help identify local improvement priorities.

14. Your repairs service (BTS)

14.1 Repairs and maintenance

The building and technical services (BTS) team delivers most repairs and planned maintenance to council homes. With a dedicated repairs contact centre operating 24 hours a day, seven days a week, support is always available when you need it.

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

During the year:

- **47,589** calls received by the repairs contact centre
- **2,623** abandoned calls
- **21,285** day-to-day repairs completed
- **94.5%** of repairs fixed first time
- **97.3%** customer satisfaction
- **1,803** carded repair appointments
- **7.9 days** average time to complete a repair
- **2,014** programmed and planned works completed

14.2 Awaab's law

From 27 October 2025, Awaab's law came into effect. While it initially covers emergency hazards and reports of damp and mould, we have worked to apply the same approach to all housing hazards. This has helped us prepare for the next phase of Awaab's law, which comes into force from November 2026.

From October 2025 to March 2026

- **170** hazards recorded
- **2** emergency hazards reported
- **88** hazards actioned within 5 days
- **100** cases completed on the first visit

Under the Housing Health and Safety Rating System (HHSRS), a hazard is anything in or around your home that could put your health or safety at risk. Examples include damp and mould, excess cold, faulty electrics, fire risks, and trip hazards. We assess not only the problem itself, but also the risk of harm it could cause to residents and visitors.

14.3 Stock condition surveys

We carried out a stock condition survey of our housing stock, which involved a physical inspection of every property against the 27 hazards, that in due course will be covered by Awaab's Law. The work was allocated to independent surveyors, who between July and November attempted to carry out a stock condition survey in every property. If they were unsuccessful initially, they made up to three attempts to complete the survey. They successfully completed 6,500 surveys.

For the properties that we were unable to get into a second phase of surveys began in June 2026 and will be reported on in next year's report. Whilst the data is still being analysed the information collected will inform how the budget needs to be adjusted to meet increasing pressures on parts of the planned maintenance programmes to ensure your homes remain well maintained.

The surveys identified

- 225 hazards that were assessed as severe. All these have been actioned and addressed
- 612 hazards identified as a moderate risk 603 of these hazards have been actioned. Nine remain outstanding as we continue to engage with the tenants for access
- 620 hazards identified as slight 518 have been actioned 102 remain outstanding as we continue to engage with the tenants for access
- 32,269 were identified as typical hazards requiring no action at this time

We will be carrying out future stock condition surveys on 20% of our properties every year meaning that every five years you should expect a survey to assess the condition of your property.

Tenant satisfaction measures	Our score 2024/25	Change over time	Our score 2025/26	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)	78.5%	Arrow up	80.8%	72%
Proportion of respondents who report that they are satisfied that their home is well maintained. (TP04)	73.6%	Arrow up	77.9%	70%
Proportion of homes that do not meet the Decent Homes Standard. (RP01)	08.%	-	3.6%	-
Proportion of non-emergency responsive repairs completed within the landlord's target timescale. (RP02(1))	83.3%	Arrow up	99.9%	100.0%
Proportion of emergency responsive repairs completed within the landlord's target timescale. (RP02(2))	100%	-	99.7%	100.0%
Proportion of homes for which all required gas safety checks have been carried out. (BS01)	100%	Balanced arrow	100.0%	100.0%
Proportion of homes for which all required fire risk	100%	Balanced arrow	100.0%	100.0%

assessments have been carried out. (BS02)				
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out. (BS03)	100%	Balanced arrow	100.0%	100.0%
Proportion of homes for which all required legionella risk assessments have been carried out. (BS04)	100%	Balanced arrow	100.0%	100.0%
Proportion of homes for which all required communal passenger lift safety checks have been carried out. (BS05)	100%	Balanced arrow	100.0%	100.0%

14.4 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.

During the year:

- **72** home adaptations completed
- highest number of adaptations completed since Covid
- **99%** customer satisfaction

Adaptations included:

- improved access to **11** properties
- **32** wet rooms installed
- **32** stair lifts installed
- **11** other adaptations, including hoists and specialist WCs

15. Housing strategy and development team

Our capital housing development team are progressing a number of sites across the borough, including the delivery of 84 high quality, affordable homes at 'the stage' development along Bute Street, in the heart of the town centre. Alongside large regeneration projects, our team are also developing several small sites to provide much needed family housing for Luton.

Following the national media coverage of homes impacted by poor insulation works under the ECO4 and GBIS grant schemes. The government announced the 'find and fix' service which offers a free survey and remediation at no cost to the homeowner.

2,500 homes in Luton have been identified with poor external wall insulation works carried out. The council is working with TrustMark to raise awareness of the find and fix service, helping ensure homes are repaired without delay.

During the year:

- 9 homes acquired for council housing
- 84 new council homes under construction at ‘the stage’
- 14 affordable homes completed at Strangers way by Foxhall homes
- a development by Hightown housing association will provide 119 homes, with 20% allocated to Luton Council, and some completions expected from October 2026

We have also provided support in buying a number of homes for temporary accommodation use for homeless families.

16. The housing compliance team

Over the past year, we have worked hard supporting housing services and improving the experience of our tenants and leaseholders. By listening, learning, and working together, we have continued to provide services that are responsive, reliable, and focused on the needs of our residents.

16.1 Listening and responding to complaints

We are committed to improving how we respond to complaints and ensuring residents receive a timely and effective service.

During the year we:

- increased the number of complaints resolved within target timescales from 61% to 65%
- reduced average complaint response times from 41.5 days to 20.9 days
- improved complaint resolution times by 49%, meaning residents now receive responses almost twice as quickly

These improvements demonstrate our commitment to listening to residents, learning from feedback, and delivering a better customer experience.

16.2 Keeping everyone up to date on housing policies

- we have policies in place that explain how we work in key housing service areas that we provide to you, so that you know what to expect when you contract us
- all our housing policies are available on a dedicated page on the Council's website
- our team regularly reviews and updates this webpage to make sure the information is accurate, up to date, and easy to access
- you can visit the page at any time by scanning the QR code (will be provided soon)

16.3 Ensuring services meet the regulatory standards and expectations of tenants

- we make sure we meet the standards expected by the housing regulator and continue to improve the services we provide
- we put all of our staff through Awaab's law training preparing them all for the first phase of the legislation and customer relations professional competence and conduct for social housing
- feedback from the tenant satisfaction measures help shape our services and we have an annual action plan, ensuring tenants' views remain at the heart of our improvement work

16.4 Investing in staff knowledge and skills to deliver better services

- following the lessons learned across the housing sector and the introduction of Awaab's law, we have continued to strengthen our approach to training and compliance
- we have invested in staff training to ensure residents receive a safe, responsive, and high-quality service
- during the year, staff completed training on Awaab's law and other key housing responsibilities, helping them identify and respond to issues such as damp and mould effectively
- as new staff join the service, they will receive Awaab's law and other relevant training as part of their induction, ensuring we continue to provide residents with informed, consistent, and customer-focused support

We want to make it as easy as possible for residents to find information and access our services. Throughout the year, the team has continued to review and improve the housing website, making sure information is clear, up to date, and easy to find.

We have also been working on our new housing management system, CX. This includes developing and testing both the staff system and a new online resident portal. The portal will give residents a more convenient way to access services, report repairs and other issues, and view information such as rent and service charges, all in one place.

We are excited about the benefits this new system will bring and will keep residents informed as we move closer to the launch date. Please keep an eye out for future updates from us.

17. Complaints

A complaint is an expression of dissatisfaction when a resident feels something has gone wrong or the service provided has not met expectations. The council's complaints process has two stages, with most complaints being resolved at Stage 1.

During the year, we received 457 complaints. Of these, 84 complaints (18.4%) progressed to Stage 2, meaning the majority were resolved at the first stage of the process.

Tenant satisfaction measures	Our score 2024/25	Our score 2025/26	Benchmark
Number of stage one complaints received per 1,000 homes. (CH01(1))	32.8%	25.1%	-
Number of stage two complaints received per 1,000 homes. (CH01(2))	6.4%	5.8%	-
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (CH02(1))	82.2%	79.9%	-
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales. (CH02(2))	97.9%	93.2%	-

17.1 Complaints completed within timescales

On time:

Q1 24/25	Q1 25/26	Q2 24/25	Q2 25/26	Q3 24/25	Q3 25/26	Q4 24/25	Q4 25/26
55	80	54	83	73	83	87	108

Late:

Q1 24/25	Q1 25/26	Q2 24/25	Q2 25/26	Q3 24/25	Q3 25/26	Q4 24/25	Q4 25/26
27	21	54	41	73	24	87	19

17.2 Complaints by theme

When raising a complaint, residents provide reasons for their complaint. The following table sets out housing complaint reasons across the two past years.

Reason	FY 2024/25	FY 2025/26	Change
Delay in providing a service	**149**	**202**	**+35.6%**
Staff behaviour	36	48	+33.3%
Failure to provide service	48	43	-10.4%
Disagree with decision	15	28	+86.7%
Provided a poor service	36	23	-36.1%
Lack of contact / no response	38	13	-65.8%
Not followed process	6	12	+100%
Incorrect information provided	8	11	+37.5%
Made an error	6	5	-16.7%
Total themed complaints	**342**	**385**	**+12.6%**

The housing ombudsman service looks at complaints from residents about social housing landlords, including council housing services. When investigating complaints, it decides whether the landlord provided an appropriate service and, where things have gone wrong, identifies the seriousness of any failings.

The Council reviews all housing ombudsman findings relating to its housing services to help improve services for residents and ensure lessons are learned.

DETERMINATIONS	SEVERE MALADMIN.	FINANCIAL REMEDY	COMPLIANCE
6	**1**	**£2,600**	**100%**
vs 9 in 2024/25 (▼ 33.3%)	unchanged on 2024/25	vs £8,885 (▼ 70.7%)	with all Ombudsman orders

Metric	FY 2024/25	FY 2025/26
Determinations issued	9	6
Severe maladministration	1	1
Maladministration findings	13	4
Service failure findings	5	3
No service failure findings	0	1
Maladministration rate	86%	89%
Financial remedy ordered	**£8,885**	**£2,600**
Compliance with orders	100%	100%

17.3 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. The housing ombudsman is an outside organisation whose role is to investigate complaints from you 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 (will be provided soon).

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

17.4 Compliments

I'd like to express my thanks on the outstanding manner on how Yvonne Atkinson carried out her duties. Yvonne was most helpful at the end of conducting the survey. As our boiler had broken down on Saturday 10th leaving us with no heating or hot water.

Hi this is EB I would like to thank you for everything and helping me with the housing transfer, thank you for everything you have done for me.

I am a 71-year-old disabled retired person with several comorbidities. I called the BTS for a housing repair today to get my kitchen sink unblocked. I spoke to a lady by the name of Natalie. And I wish to complement her for her help and support and co-operation and kind nature. Thanks for that BTS and Natalie.

A lovely lady on phone and a lovely man helped get my front door fixed.

Thank you, Mary, you're a star!
Honestly please feedback to your manager how happy I am with your support and taking ownership of this. You're the first person who has done so and I really appreciate that

Thank you, Lynn, you are an asset to your Team and appreciate all the help & assistance you have given along the way.

17.5 Making sense of money

We manage around 7,630 tenanted homes. In 2025/26 income was about £48,140,115.94 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.

Money, we received	**(£)**	**% of total amount**
Contribution towards costs	**1,982,406.06**	3.95
Charges for Services & Facilities	**6,291,198.77**	12.55
Rent from garages	**990,509.31**	1.98
Rent from homes	**40,866,071.32**	81.52
	50,130,185.46	**100**
Money, we spent	**(£)**	**% of total amount**
Housing Management	**5,341,003.01**	11.09
Estate Management	**1,195,639.45**	2.48
Income Management	**734,585.02**	1.53
Anti-Social Behaviour	**161,855.86**	0.34
Tenant Involvement	**228,178.90**	0.47
Capital Charges	**16,145,104.36**	33.54
Repairs & Maintenance	**20,943,621.37**	43.51
Rents & Rates	**882,041.86**	1.83
Central Charges	**2,508,086.11**	5.21
	48,140,115.94	**100**
Transferred funds	**(£)**	**% of total amount**
Transferred to Reserve to fund capital	**1,990,069.52**	-