

your council housing matters

Summer 2025 | *Special Edition*

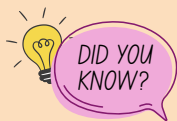
WELCOME TO YOUR 2025 SUMMER SPECIAL NEWSLETTER!

Just like last year, we want to tell you what's been happening with your council housing service. This newsletter has exciting news about what we'll be doing. We'll also show you what you told us in our 2024 TSM survey and how we're using your feedback to make things better.

KEEPING YOU & YOUR HOME SAFE

We know it's really important that your home and community feel safe. Our team works hard to make sure that happens.

In our most recent Tenant Satisfaction Survey, **78%** of you told us you were happy with how safe your home is.



All of our homes have a valid gas safety check, and every home has a working carbon monoxide alarm that we've tested.



HOME SAFETY

Did you know we carry out regular checks and inspections to ensure everything is in good working order?

These checks help us spot and fix problems before they become serious. In addition to these checks we carry out 10,000+ repairs each year, and a planned maintenance programme to keep properties in good condition.



of homes have had a valid electrical check in the last five years



of smoke alarms have been tested in the last year and are working. Please contact us if yours is not in working order.

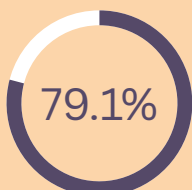


Installations of new interlinked smoke and heat alarms at rural properties

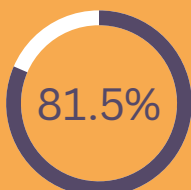
Our Building Safety Resident Engagement Group is active! This group gives tenants a chance to have their say on how communal areas are managed and address any safety concerns. If you'd like to join this group, please contact the council's Community Engagement Team on **01524 582929** or email councilhousing@lancaster.gov.uk

KEEPING YOUR HOME IN GOOD REPAIR

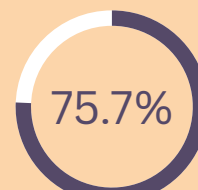
You've given us valuable feedback through the TSM Survey, and we have listened closely, here's what you've told us and how we have responded.



Approx. 8 out of 10 tenants are happy with the time taken to complete repair works



More than 80% of tenants were satisfied with the repairs service in the last 12 months.



Three-quarters of tenants feel their home is well maintained

WHAT ARE WE DOING?

In response to your feedback and the Tenant's scrutiny panel's review of our repairs service we have:

From November 2024 to March 2025, we introduced text messages and emails to keep you updated on everything from damp and mould appointments, to repair reminders and bookings. You'll get appointment confirmations by your preferred method, keeping you fully informed.

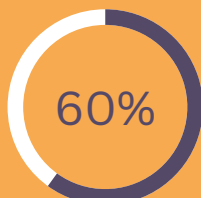
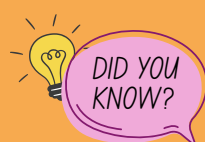
We are providing more information to our tenants in independent living regarding our repairs service via our Screens in Schemes. And will continue to do this with seasonal content.

We've improved our process for booking repairs, especially when an appointment can't be made on your first call. If this happens, you'll now receive a text, email, or letter within 3 working days confirming that someone will contact you to arrange a suitable time.

We are in the process of reviewing and updating our Repairs Handbook for tenants. So we can provide you with more accurate information regarding your property and the repairs process.

We're investing in your homes to keep them safe, modern, and energy efficient. A full breakdown of what work is planned and where can be found on our website at: www.lancaster.gov.uk/housing/council-housing/my-home/repairs

Throughout 2025/26 we will be spending an extra £2M more than last year in improving our tenants homes.



Of tenants are satisfied that their communal areas are clean and well maintained Our Tenant Scrutiny Panel has inspected the cleaning service and given us their recommendations. We're committed to making improvements for our residents who live in blocks following this review. We'll publish these findings and our action plan soon.



WORKING & ENGAGING WITH OUR COMMUNITIES

WHAT ARE WE DOING?

Housing Officers carry out a yearly ‘Estate Walkabout’ with tenants and stakeholders for all our patches, listening to your feedback and spotting/reporting issues as they arise.

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We’ve developed our Anti-Social Behaviour (ASB) Action Plan, outlining our key improvements and commitments. We’ll be sharing this comprehensive plan with all tenants during 2025, ensuring you’re well-informed and can actively participate.

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Our Independent Living Team is continuing to work with residents to develop ‘scheme plans’ to tailor the service to meet their specific needs. We also share ongoing updates and information through our digital notice boards.

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We support new residents’ groups to help communities thrive, like the one in Westgate this year. If you’d like to start a group in your area, contact our Community Engagement Team.

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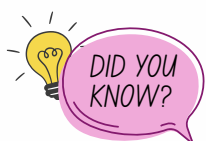
Our Marsh Community Garden will be ready for planting by mid-August, and we’re exploring new garden plans for other estates and independent living schemes.

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We’ve helped secure outside funding for coffee mornings and other resident events. If you have an idea for a community gathering, we might be able to help with support and funding!

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We really listen to your complaints and learn from them to make our services better. We will share more in 2025-26 about how your feedback has made a difference to the way we work.



We carry out winter welfare checks on over 200 tenants over the age of 75 to offer benefit checks and energy advice amongst other support.

What you have told us

66% were satisfied that we make a positive contribution to your neighbourhood

55% were satisfied with our approach to handling ASB cases.

66% were satisfied that we listen to tenants and act on your feedback

77% were satisfied that we keep you informed on what is important to you

81% were satisfied that we treat tenants fairly and with respect

37% were satisfied with how we handle complaints

For more information on getting involved email chengagement@lancaster.gov.uk



When: Friday 15th August 2025 | 11am -3pm

Where: King Georges Field, Slyne Road, Lancaster, LA1 2JH

Whats On?: FUN FOR THE WHOLE FAMILY * ENTERTAINMENT *
PETTING ZOO * SPORTS * GAMES * INFLATABLES *
CHILDREN'S ACTIVITIES & CRAFTS * SUPPORT, ADVICE
AND INFO STANDS * FOOD AND DRINK

Gardening Competition 2025

Win up to £100 in our 2025 Garden Competition!

Calling all green-fingered Lancaster City Council Housing tenants! Show off your amazing gardens in our new competition! Even without a garden, we want to celebrate the amazing creativity in the Lancaster City Council Housing Community! That's why we have three prize categories this year.



Best Garden
£100 Gift Voucher



Best Container Garden
£50 Gift Voucher



Best Communal Garden
£50 Gift Voucher

How to Enter:

Email up to 3 photos to CHengagement@lancaster.gov.uk or post your entry to:
Garden Competition 2025, Housing and Property, PO Box 4, Lancaster Town Hall, Dalton Square, Lancaster, LA1 1PL

SUBMIT YOUR ENTRY BY AUGUST 15TH!

USEFUL CONTACT NUMBERS

Visit us at: Lancaster / Morecambe Town Halls
Mon-Fri: 9:00-16:30

Customer Services

☎ 01524 582929

@ councilhousing@lancaster.gov.uk

Emergencies (Out of Hours)

☎ 01524 67099

Housing Officers

☎ 01524 582929

@ housingofficers@lancaster.gov.uk

Community Safety Officers

☎ 01524 582929

@ chasb@lancaster.gov.uk

Energy Support Officer

☎ 01524 582929

@ councilhousing@lancaster.gov.uk

Income Management Officers

☎ 01524 582929

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lancaster.gov.uk

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