

Lancaster City Council Council Housing Annual Report 2024-25



LANCASTER
CITY COUNCIL

Promoting City, Coast & Countryside



Welcome

I am happy to introduce the Housing report for 2024-2025 to everyone living in Lancaster city council housing and to all those who work alongside you as tenants, whether council officers or members of the wider community.

The report is a really good read, it presents a broad view of all you need to know about our council housing and through it all you can see the comments that tenants have made. I have had the pleasure of attending meetings with Tenants Voice and I appreciate just how far and fast we can progress when we work as partners to improve our housing.

This year's report shows real progress: satisfaction is rising, more homes are meeting the standards you expect, and new initiatives—like our dedicated Community Safety Team—are making a difference.

We've invested in repairs, safety, and support, and we're listening closely to what matters most to you. There is still work to do and I hope we have made that clear, especially around communication and complaint handling, and I am committed to continuing to hold the service to account so that we keep moving forward.

As tenants, I know you are proud of your homes, your communities, and your neighbourhoods and like me, grateful for the dedicated council staff there to support tenants when difficulties arise.

I hope you see them out and about more often now; when you do, a cheerful hello and a word of thanks is always appreciated.

Please keep sharing your views, please keep explaining how we can work better for and with you—your voice is vital as we look ahead to another year of improvements.

Cllr Caroline Jackson

Cabinet Member for Housing



Cllr Caroline Jackson.
Leader of Lancaster City Council

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How you feel we are doing as a landlord

Tenant Satisfaction Measures

The Regulator of Social Housing has introduced a new set of standards called Tenant Satisfaction Measures (TSMs). These indicators are designed to assess how well social housing landlords across the country are performing.

In Summer 2024, tenants in Lancaster took part in our independent annual survey giving us a strong insight into what matters most to you.

We've submitted these results to the Regulator of Social Housing so they can see how we're performing—and more importantly, how tenants feel about the services they receive.

Overall, tenant satisfaction increased by around five percent compared to the previous year. While that's a step in the right direction, we know it's not enough. It doesn't reflect the level of improvement you expect, and we're committed to doing better.

These results highlight where we need to improve, and we're using your feedback to focus our efforts on the areas that aren't working well for you.

Satisfaction Measure	2023-2024	2024-2025
Overall Satisfaction	72.3%	77.1%
Repairs in Last 12-months	76.4%	81.5%
Time taken to complete more recent repairs	69.4%	79.1%
The home is well maintained	68.0%	75.7%
The home is safe	70.6%	78.3%
The landlord listens to tenants views and acts upon them	57.5%	66.4%
The landlord keeps tenants informed about things that matter to them	62.8%	77.3%
Landlord treats tenants fairly and with respect	68.6%	81.5%
Landlord's approach to handling complaints	36.4%	37%
Communal areas are clean and well maintained	54.0%	60.2%
Landlord makes a positive contribution to neighbourhoods	54.2%	66.1%
Landlord's approach to handling Anti-social behaviour	47.8%	55.1%

What our data shows about how we are doing

Management Information Measures

At Lancaster City Council, we use Management Information (MI) alongside Tenant Satisfaction Measures (TSMs) to monitor and improve the services we provide.

Our MI is drawn from everyday operational data. These insights help us track performance and identify areas where we need to do better.

For example, 0.8% of our council homes did not meet the Decent Homes Standard. While this is a good improvement from last year's figure, it highlights the ongoing work needed to ensure that all our homes meet the standards our tenants rightly expect.

By combining your feedback through the TSMs with our internal performance data, we gain a fuller picture of where improvements are needed. This allows us to take more targeted action in areas where we're not meeting expectations.

You can find more information about our performance and how we're listening to tenants on our website: www.lancaster.gov.uk/housing/council-housing/about-us/performance

Management Information	2023-2024	2024-2025
Homes that do not meet Decent Homes Standard	12.5%	0.8%
Non-emergency repairs completed within target timescale	91.3%	90.4%
Emergency repairs completed within target timescale	99.0%	99.3%
Gas safety checks	100%	100%
Fire safety checks	100%	100%
Asbestos safety checks	100%	100%
Water safety checks	100%	100%
Lift safety checks	91.6%	100%
Stage 1 complaints per 1,000 homes	15.7	23.9
Stage 2 complaints per 1,000 homes	2.5	2.8
Stage 1 complaints responded to within 10-working days	71.9%	83.7%
Stage 2 complaints responded to within 20-working days	88.9%	90%
Antisocial behaviour cases relative to the size of the landlord (number of cases per 1,000 homes)	84.9	53.3
Antisocial behaviour cases that involve hate incidents, relative to the size of the landlord (number of cases with hate incidents per 1,000 homes)	0.2%	0.3%

Where your money goes

At Lancaster City Council, we believe every tenant deserves a safe, warm, and well-maintained home. That's why we're committed to making sure every penny of our Housing Revenue Account (HRA) – the budget dedicated to council housing – is spent improving your homes and the services you rely on.

Where the money comes from

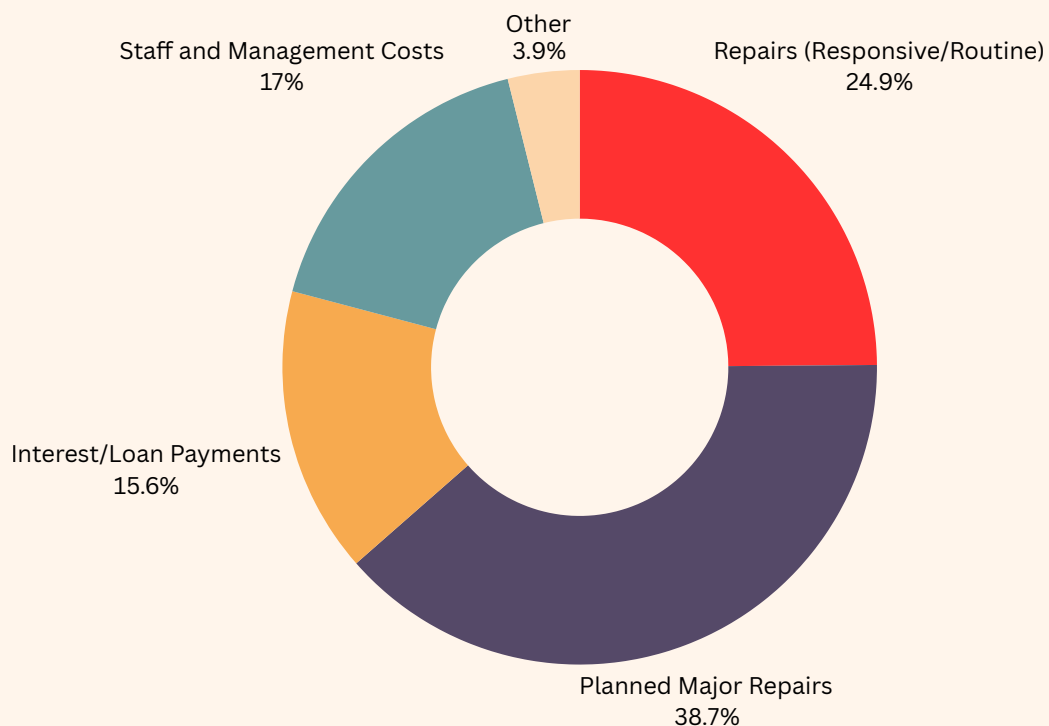
Our council housing budget – known as the Housing Revenue Account (HRA) – is funded mainly through the rent paid by tenants. What's important to know is that this budget is ring-fenced, which means it can only be used for council housing services. It doesn't go into the wider council budget or get spent elsewhere.



This ensures that your rent is reinvested directly into your homes – whether that's through repairs, safety upgrades, regeneration projects, or support services. Every pound goes towards maintaining and improving the quality of council housing across Lancaster, helping us deliver the standards you expect and deserve.

How your money is spent

The chart below shows how we spend the money we collect through your rent and services charges, as you can see, the majority of our spending goes on planned and responsive repairs to our stock, ensuring your home is safe, secure, and in good condition.



Keeping your home safe

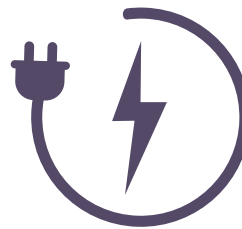
At Lancaster City Council, keeping your home safe, secure, and well-maintained is a top priority. Our Asset and Compliance Team works hard to make sure everything from fire safety to electrical checks is done properly and on time.

Staying Compliant and Keeping You Safe

Every month, we review a detailed dashboard that tracks safety checks across our homes – including gas, electric, water, fire safety, and lifts. At the end of March 2025, we're proud to report:



100% compliance for domestic gas, carbon monoxide alarms, communal fire safety, asbestos, water hygiene, and lifts.



Electrical checks are nearly complete, with just a few homes needing access or finishing works.



Smoke alarm testing is at 99.17%, with no faulty alarms reported.

We closely monitor any properties that aren't yet compliant and take action to resolve issues quickly. These reports are reviewed regularly by senior teams and shared with tenant groups like Tenants Voice and the Council Housing Advisory Group.

Fire Safety: What's been done

In 2024/25, we invested £700,000 in fire safety improvements across our buildings. This included:

- Installing new fire doors
- Improving fire compartmentation
- Upgrading fire safety systems

We've completed 81% of the actions identified in fire risk assessments, with the remaining lower-risk items planned for 2025/26. Even with some actions outstanding, all buildings currently meet a "tolerable" risk level – the safest rating possible for occupied homes.



We also manage three high-rise blocks under the Building Safety Act 2022. These buildings are registered with the national regulator, and we've developed detailed safety case files and resident engagement plans. Regular inspections are carried out by staff and contractors, and we've set up a new Building Safety Panel to give residents a stronger voice.

Fire safety in action.

We've run several fire safety campaigns this year, including; attending resident events to share safety advice, promoting safe use of electrical devices, and regular checks of communal areas for hazards like blocked exits or trip risks

In 2024/25, there were **four fire-related incidents** in council housing – two in homes and two in bin stores. Three were deliberate, and one was accidental. All incidents were logged and reviewed to improve our safety procedures.

Stock Condition Surveys: Knowing our homes better

To make sure we understand the condition of every home, we've been carrying out stock condition surveys. So far, 88% of properties have been surveyed, with the rest planned for completion in the 2025/26 financial year. Our surveys have shown:



Most homes are in reasonable condition, but some parts (like heating and insulation) are reaching the end of their lifespan.



92 homes failed the Decent Homes Standard this year – all have been addressed.



Around 490 homes may need work soon, and we're planning ahead to keep everything up to standard.

What this all means for you

We're working hard to make sure your home is safe, warm, and well looked after. Whether it's fire safety, electrical checks, or planned upgrades, we're investing in the things that matter most to you.

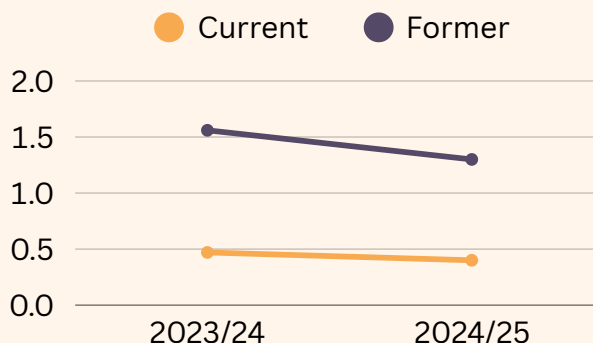
If you have questions or want to get involved, speak to your housing officer or join one of our tenant groups – your voice helps shape the future of council housing in Lancaster.

Income Management

Thanks to the proactive work of our Income Management Team, we've achieved a **record-low level of rent arrears** – just £69,368, which is a collection rate of 99.6%. This is even better than last year and especially impressive given the extra week in the 2024/25 rent calendar.

Performance snapshot

Indicator	Target	2023/24	2024/25
Current Tenant Arrears	<1%	0.47%	0.4%
Former Tenant Arrears	<2%	1.56%	1.32%



Preventing Arrears & Supporting Tenants

We focus on early intervention to help tenants stay on track. This year:



Only 18 cases went to court.

14 tenancies were sustained, with tenants complying with court orders and receiving ongoing support.



The remaining 4 tenancies ended by tenant choice, not enforcement.

The success of our Income Management Team is built on strong relationships with tenants. The trust and respect shown by residents is at the heart of everything we do.

Practical Help When It's Needed Most

With the cost of living continuing to affect many households, our team has provided:

- **£94,541.72** in additional income for tenants through benefits and financial support.
- **262 Tenancy Health Checks** to identify issues early and offer tailored help.
- Advice on **budgeting, benefits, and reducing household costs.**
- **Drop-in sessions** for older and vulnerable tenants through the Independent Living Scheme.
- **Text message updates** to keep tenants informed.
- Access to **furniture and household packages** to help tenants settle in without taking on debt.



We're proud to have retained our MIST accreditation from the Housing Quality Network (HQN) – a mark of excellence in income management and tenant support.

Neighbourhood Management

What we do:

Our Housing Officers work across Lancaster’s council housing estates to support tenants and keep neighbourhoods safe and well-managed. Their work includes: Managing tenancy changes, carrying out tenancy audits and post-tenancy checks, tackling issues like fly-tipping, abandoned vehicles, and tenancy breaches, supporting vulnerable tenants with complex needs.



Walkabouts and Visibility

We completed 26 estate walkabouts this year – meeting our target. These now include more staff, such as Community Safety and Income Officers, helping improve visibility and communication across estates.

Tenancy Audits and Post-Tenancy Checks

We carried out 113 tenancy audits, helping us:

- Identify support needs
- Prevent tenancy fraud
- Monitor property condition and tenant wellbeing

We also continue to carry out 6-week and 6-month post-tenancy visits, though some were completed slightly outside the target timeframe.



Strengthening the team

We’ve increased our Housing Officer team from 5 to 6 officers, reducing patch sizes from 725 to 600 homes per officer. This means more time for tenant support and estate visibility.

Working together with local partners

Our teams regularly meet with partners including:

- Lancashire Police
- Community Mental Health Team
- Local GPs and health providers
- MAPPA and other multi-agency groups

Listening and Improving

We’ve seen improved satisfaction scores in our Tenant Satisfaction Measures (TSMs), but we know there’s more to do. We’re committed to improving estate management and ensuring your feedback continues to shape our service.

Neighbourhood Management Continued

Performance Snapshot

Indicator	Target	2024/25	2023/24
6-week post-tenancy visits (on time)	80%	54%*	63%
6-month post-tenancy visits (on time)	80%	47%*	65%
Tenancy audits completed	120	113	75
Tenancy turnover	8.40%	8.00%	9.70%
Estate walkabouts completed	24	26	50

* Some visits were completed slightly outside the target timeframe.

** Walkabout format changed in 2024/25, leading to fewer but more targeted events.

Listening and Improving

We've seen improved satisfaction scores in our Tenant Satisfaction Measures (TSMs), but we know there's more to do. We're committed to improving estate management and ensuring your feedback continues to shape our service.



TSM Question	Satisfaction		What we have done already to improve performance?	What are we doing about this?
	2023/24	2024/25		
How satisfied or dissatisfied are you the Lancaster City Council's Housing Service makes a positive contribution to your neighbourhood?	54%	66%	<p>We have increased our Community Engagement team, and the support provided to our tenants and residents</p> <p>Estate Walkabouts have also improved – with more staff attending, better publicity, and clearer follow-up actions.</p>	<p>We are developing Independent Living Scheme Action Plans with residents, to ensure the service they receive is responsive to residents needs</p> <p>Our Housing team are working in partnership with Public Realm to tackle fly tipping across the district</p>

Tackling Anti-Social Behaviour



A New Approach to ASB

2024/25 was the first full year of our dedicated Council Housing Community Safety Team, introduced to improve how we respond to anti-social behaviour. We've adopted a harm-centred approach, putting victims first and ensuring every case is risk assessed for a fair and proportionate response.

Support and Enforcement

We take a twin-track approach – supporting victims and addressing the root causes of ASB, while holding individuals accountable. This includes working with partners and delivering targeted action plans, like the Langridge Estate Plan, to restore community confidence.



Training & Skills

In 2024/25 Our team completed specialist training with RESOLVE, and officers have been working towards BTEC qualifications in ASB case management – ensuring we're equipped to handle complex cases effectively.

Listening to Tenants

Tenant Satisfaction Measures (TSMs) show improved satisfaction with how ASB is handled – rising from 48% to 55%. But we know there's more to do. Tenants told us they want:



Faster action and clearer follow-up



More effective responses to noise, drug use, and disruptive behaviour



Greater confidence in reporting issues

ASB in Numbers

- 192 cases opened in 2024/25.
- Noise was the most common issue.
- 9 cases referred to mediation – all with positive outcomes.
- ASB rate: 16.71 cases per 1,000 properties (down from 22.1 last year).

What We're Doing

- New ASB Action Plan developed – to be shared with tenants in 2025
- Continued focus on victim support, case resolution, and community safety

Keeping Communal Areas Clean



What's Changed

Following a review in 2023, cleaners from our Independent Living Schemes and the Cleaning Supervisor were moved into the Council Housing service to improve oversight and consistency.

Our block cleaning contractor (LCD) is now supported by the Cleaning Supervisor, who checks standards regularly and manages the contract to ensure communal areas are clean and safe.

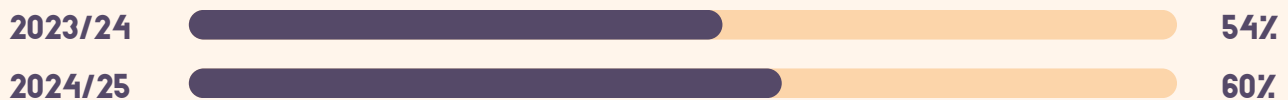
Listening to Tenants

We've acted on feedback from the Tenant Satisfaction Measures (TSMs) and complaints by:

- Increasing safety checks
- Improving fly-tipping response
- Upgrading communal doors
- Ensuring cleaning issues are reported and resolved quickly



TSM Question: How satisfied or dissatisfied are you that Lancaster City Council's Housing Service keeps the communal areas clean and well maintained?



What's Next

Over the next 12 months we will be working on:

- Ensuring all blocks of flats with shared communal spaces have a dedicated cleaning calendar, showing exactly when the next clean will be.
- We aim to implement QR code surveys and text alerts for real-time feedback, allowing tenants to have their voices heard regarding the housing matters that mean the most to them
- We will be acting on recommendations from the Tenant Scrutiny Panel, who recently carried out an in-depth investigation into our communal cleaning contract
- We will also explore that possibility of a caretaker role to improve day-to-day upkeep.

Housing Support: Helping Tenants Stay Secure

What we do:

Our Housing Support Team helps tenants with complex needs to maintain successful tenancies. In 2024/25, we received 555 referrals, with 255 coming from our Tenancy Health Checks, which help identify support needs early.

Partnership Work

Our Housing Support Team works closely with a wide range of local partner organisations to ensure tenants get the right support at the right time. In 2024/25, we made 203 referrals to trusted agencies, including: Citizens Advice Bureau (CAB), Adult Social Care, Lancashire Fire & Rescue and local food banks and support hubs.

These partnerships allow us to offer joined-up support, making sure tenants receive specialist help beyond what the housing service can provide alone. Whether it's accessing emergency food, getting help with mental health, or arranging care packages, our team works hard to connect tenants with the services that can make a real difference.



Maximising Income and Financial Stability



£790,000+

A key part of our work is helping tenants access the financial support they're entitled to. This year, we helped tenants gain a total of £793,073.90 through benefits, grants, and discretionary support.

Supporting Tenancy Success

At the end of the year, our team was actively supporting 122 tenants. We're proud to report that 100% of customers remained in a viable housing solution 12 months after support ended – exceeding our target of 90%..

Indicator	Target	2024/25	2023/24
% in viable housing solution 12 months post-support	80%	100%	98%

Supporting Tenancy Success

We'll continue to strengthen our support offer, working closely with other services and listening to tenants to make sure help is accessible, timely, and effective.

Tenant Engagement

Growing Tenant Voice

2024/25 saw exciting growth in tenant engagement. With the addition of a second Community Engagement Officer, we've been able to support more groups and activities across the district. Our Tenant Voice group (formerly the District Wide Tenant Forum) continues to thrive, meeting bi-monthly in community venues to make it easier for residents to attend. Attendance has grown so much that we're now looking for larger venues!

The group now has an elected committee and is working on a constitution to become an umbrella group – helping smaller resident groups apply for funding. Panels like the Scrutiny Panel and Building Safety Panel report into Tenant Voice, ensuring transparency and accountability.



Engaging Young People



We've started attending youth groups at Marsh and Ridge Community Centres to hear directly from young people living in council housing – helping us shape services that reflect their needs and experiences.

Events and Activities Supported Through the Year:



Resident-led
litter picks



Weekly coffee
mornings



Pop up events
across estates



School holiday
craft and info days



Summer Event
at Ryelands Park

Training and Skills Development

Our Tenant Training Programme continued to grow, offering:



Food Safety Training



A funding fair



Workshops on chairing meetings, minute-taking, and managing group finances

Scrutiny in Action

Our Tenant Scrutiny Panel continues to hold the housing service to account. This year, they completed a review of the Repairs and Maintenance Service, leading to an agreed action plan now monitored by Tenant Voice.

They also began reviewing the Communal Cleaning Contract, gathering resident feedback through pop-up events. Their final report is due in early 2025/26.



Supporting Resident Groups

We now support eight active estate-based resident groups, with more in development. Here are some highlights:

Ryelands Resident Community Group

Working toward charitable status and leading a major park renewal project with NHS and CVS. Chair Jenny Armer received multiple awards for her community work.



Branksome Good Neighbours

Organised a successful Christmas Fair. Ran monthly litter picks, and hosted weekly coffee mornings.



Ridge Residents Group

Applying for funding to host events and improve their park.



Marsh Friends and Residents

Planning a community garden on Holly Walk in spring 2025.



Newton Residents Group

Active online, with plans for local events and information days for residents.



Mellishaw

A newly formed group following the site's redevelopment.



Mainway Tenants and Residents

Fully constituted group that hosts weekly coffee mornings and is planning a garden project.



Westgate Residents

Holding regular meetings with support from the Community Engagement Team and ward councillors.

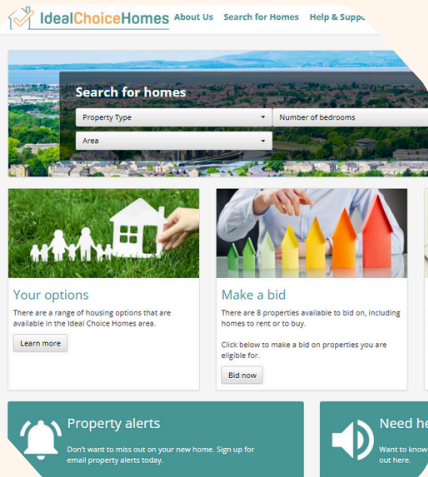


Independent Living Voice

A new group focused on residents in Independent Living Schemes, with plans for topic-specific workshops.



Choice Based Lettings



A New, Easier System

In 2024/25, we launched a new Choice Based Lettings (CBL) system, making it easier than ever for applicants to:

- Apply and bid for homes using a mobile phone or computer
- Upload documents and update applications online
- View available properties in real time

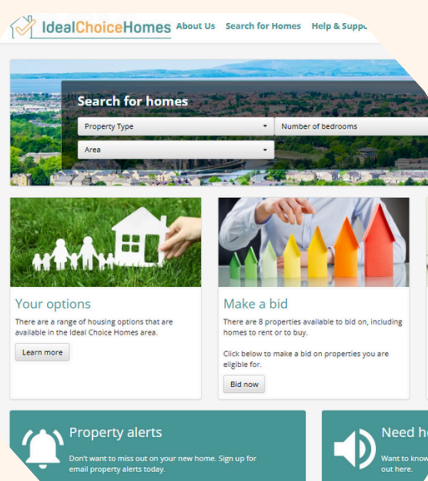
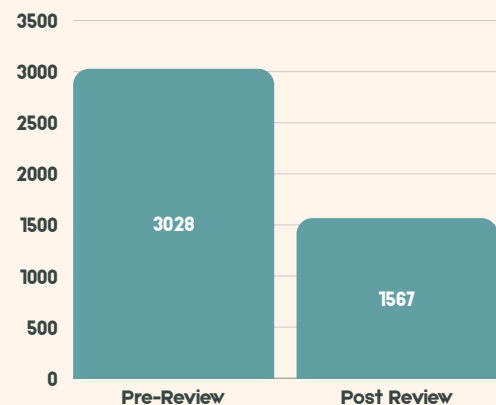
This upgrade helps reduce waiting times, especially for harder-to-let homes, and gives applicants more control over their housing journey.

Reviewing the Housing Register

We carried out a full housing register review – the first since the pandemic – to ensure applications were up to date. As a result:

- Active applications reduced from 3,028 to 1,567
- All applicants received support and instructions via text, email and post

This review helps us better understand housing demand and prioritise those most in need.



Lettings and Support

In 2024/25, we launched a new Choice Based Lettings (CBL) system, making it easier than ever for applicants to:

- Apply and bid for homes using a mobile phone or computer
- Upload documents and update applications online
- View available properties in real time

This upgrade helps reduce waiting times, especially for harder-to-let homes, and gives applicants more control over their housing journey.

Working with Partners

We partnered with Home Group to advertise 34 new-build homes in Carnforth, prioritising applicants with a local connection. We also advertised and let 68 additional social housing properties through our CBL scheme.



Supporting Tenants to move

A new Tenant Move Officer was appointed to help council tenants who want to move. Support includes:

- Helping tenants with low priority explore mutual exchanges via HomeSwapper
- Assisting tenants to downsize from larger homes to more suitable properties
- Accessing a small budget to help with moving costs – freeing up larger homes for families in need



Looking Ahead

In 2025/26, we'll be advertising homes in Lancaster's first Extra Care scheme – offering supported housing for residents aged 55+ with care needs. This will expand the housing options available to older residents in the district.

Performance Snapshot

Indicator	Target	2024/25	2023/24
Transfers as a % of lets	<20%	14%	23%
Number of Mutual Exchanges completed	33	23	3100%

in 2024/25, 14% of all lets were transfers, comfortably within our target of keeping transfers below 20%. Additionally, we supported 23 mutual exchanges during the year, slightly below our target of 33 and down from 31 in 2023/24.

Independent Living

What we do:

Lancaster City Council manages **554 Independent Living properties** across **16 schemes**. These homes offer safe, comfortable living with communal spaces that bring residents together.

Events and Away-days

This year, tenants enjoyed a wide range of activities, including:



Trips to the Lake District and Bury Market

Cheeseboards, pancake mornings, BBQs, and fish & chip lunches

Coffee mornings, bingo, quizzes, and craft afternoons

Seasonal events like Christmas parties, pool tournaments, and a “non-Halloween” celebration

Investing in Communal Spaces

Did you know we spent **£83,615** improving communal areas, including; new furniture and curtains at Parkside Court, new carpets at Glebe Court, Prospect Grove, and Morley Close and Laundry equipment upgrades at Beck View

These updates help keep shared spaces welcoming and accessible for all.

Investing in Communal Spaces

All schemes with communal areas now have:

- Digital screens displaying useful information
- Free Wi-Fi to help residents stay connected/

Lettings and Property Types



Over the past year, we let **59 Independent Living properties**

The breakdown of lettings includes:



CAT-1 properties: 30 Lets

Mainly bungalows, offering easy access in independent living.



CAT-2 properties: 27 Lets

Individual flats in larger buildings, including communal spaces.



CAT-2 disabled properties: 2 Lets

Specially adapted ground-floor flats designed for residents with mobility needs, accessible layouts and proximity to support services.

Performance Snapshot

Indicator	Target	2024/25	2023/24
% of support plans updated within target time	100%	99%	95%

Complaint Handling



At Lancaster City Council, we're committed to making our complaints process clear, accessible, and responsive.

In 2024/25, we received 100 complaints about the Council Housing Service – a 51.5% increase from the previous year. While this may seem high, it reflects our efforts to make it easier for residents to raise concerns and hold us accountable.

We are proud to report that in 2024/25...



98% of complaints were acknowledged within the required 5 working days



84% of Stage 1 complaints were resolved within the 10-day target – up from 72% last year

- In the final quarter of the year, response rates exceeded 90%, showing the impact of staff training and improved processes
- Only 11.6% of complaints were escalated to Stage 2, a slight improvement from last year. We continue to focus on resolving issues quickly and fairly at the first stage.

What we are learning

The most common issues raised relate to communication, especially around repairs, delays, and kitchen replacements. Tenants told us they often feel left in the dark – and we're working hard to change that.

We've also improved how we record and track complaints using a new system, and we're preparing to publish more updates showing how complaints lead to real changes.



Tenant Satisfaction

Our Tenant Satisfaction Measure (TSM) score for complaint handling rose slightly from 36% to 37%. While we know this is still low, it's in line with national trends – and benchmarking shows Lancaster is performing in the upper quartile compared to other councils.

We're committed to doing better. In 2025/26, we'll publish more learning updates and continue improving how we respond to and learn from complaints.

Repairs and Maintenance Services

Keeping you home safe and well maintained:

We know how important it is that your home is safe, comfortable, and well looked after. Our Repairs and Maintenance Service is one of the most visible parts of what we do—and we’ve been working hard to improve how we deliver it.

In 2024/25, we completed around 11,500 repairs in tenants’ homes. That’s about three repairs per home on average! We also introduced text message reminders for repair appointments to help you stay informed.

We’ve also been preparing for Awaab’s Law, which will set new standards for tackling damp and mould. We’re already prioritising urgent cases and improving how we communicate with you after inspections.



Performance Snapshot

Here’s how we did on key repair targets:

Repairs Type	Target	2024/25 Performance
Emergency (within 24hrs)	99%	99% ✓
Urgent (within 7 days)	90%	87% ✗
Standard (within 30days)	90%	94% ✓

We’re proud of our emergency and standard repair performance, but we know we need to improve on urgent repairs. We’re working on better communication and planning to help with this.

Tenant Satisfaction - Listening to you

We asked tenants how satisfied they were with our repairs service. Here's what you told us:

Measure	2023/24	2024/25	What We've Done	What's Next
Overall Satisfaction with repairs	76%	82%	<ul style="list-style-type: none"> Nearly all homes surveyed for condition Better communication about appointments 	<ul style="list-style-type: none"> New vulnerability policy to support tenants with specific needs
Time taken to complete repairs	69%	79%	<ul style="list-style-type: none"> New repairs policy Damp and mould cases prioritised 	<ul style="list-style-type: none"> New IT system coming in 2026 for better appointment booking
Satisfaction with how repairs are handled	67%	75%	<ul style="list-style-type: none"> Clearer updates and reminders Scrutiny Panel recommendations implemented 	<ul style="list-style-type: none"> Easier ways to give feedback Named repairs contact for new tenants
Satisfaction with home maintenance	67%	76%	<ul style="list-style-type: none"> Stock condition surveys Repairs Steering Group set up 	<ul style="list-style-type: none"> £2M increase in planned maintenance Publishing planned works programme

We're committed to making sure your voice shapes the services we provide. Over the past year, we've seen a rise in tenant satisfaction across all areas of repairs and maintenance—and that's thanks to your feedback. We're making changes because of what you tell us.

Planned Improvements to Homes

We've invested £4.3 million in planned maintenance this year, including:



New Roofs on
88 Homes on
Ryelands



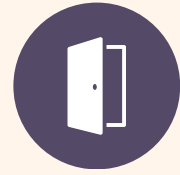
New Boilers in
367 homes



**Kitchen
Upgrades** in 97
homes



**Disabled
adaptions** like
wet rooms



**New doors,
fencing and
smokealarms**

We're also working hard to make homes more energy efficient, with solar panels and insulation upgrades helping many homes reach better energy ratings.

Tackling Damp and Mould

We received **645 reports of damp and mould last year**. We inspected most cases within 8 days, and 85% were done within the 14-day target. We're introducing a new digital form to improve follow-up communication and track progress better.

Reletting Empty Homes



- In 2024/25's financial year, we have relet 250 empty homes.
- Our average relet time was 24.6 days, which is within our target of 25 days,
- We're also making sure homes are energy efficient before new tenants move in—aiming for an EPC rating of C or better.

Looking Ahead

We're committed to:

- Improving communication about repairs
- Making it easier for you to give feedback
- Publishing our planned maintenance programme
- Supporting tenants with specific needs
- Preparing for new regulations like Awaab's Law

Your feedback helps us shape the service. Thank you for sharing your views—we're listening and making changes.

Sustainable Development Goals in Action

Our Teams also seek to provide and promote social value across our work. The underneath highlights the work the team have done which can be matched against the Sustainable Development Goals.



No Poverty

We have helped maximise tenant income and secure £1.5m grants or additional benefits for new tenants, contributing to poverty reduction.



Good Health and Wellbeing

Over 1,500 homes received adaptations to support independent living, and 132 residents were helped home safely from hospital.



Affordable Clean Energy

We provided energy advice to 249 residents and improved energy efficiency in 225 homes, helping reduce bills and carbon emissions.



Sustainable Cities & Communities

94% of our staff live locally, ensuring strong community connections and local knowledge in service delivery.



Peace, Justice & Strong Institutions

We resolved 201 ASB cases and awarded over £500,000 to community groups, strengthening neighbourhoods and local partnerships.



Zero Hunger

We expanded food support from 2 to 13 food clubs, helping over 1,300 residents access weekly food assistance.



Quality Education

We supported 14 staff to gain professional qualifications in 2025, helping build skills and improve service delivery.



Decent Work & Sustainable Economic Development

We spent over £7.6 million with local contractors, boosting the local economy, and supported 2 apprentices into housing careers.

Please Note: The figures above incorporate wider performance information across the Housing and Property service, not just that of Council Housing.

Listening and Helping

Our dedicated Customer Service team provide services throughout the year, both remotely and in-person at the MyMainway Hub.

As part of our commitment to your well-being, we proactively reach out to vulnerable older residents aged 75 and above, who don't live in independent living schemes, before Christmas. These 'winter health checks' aim to provide tenants with support and advice to ensure their well-being during the colder months

Need to get in touch?

Please find essential contact information and online resources below to assist you in accessing our services. Should you have any questions or feedback, feel free to reach out to us through any of the following channels:

Customer Services: For any general inquiries, tenant support, or housing-related questions, our dedicated Customer Services team is available to assist you. Reach out to us via phone at 01524 582 929 or through email at councilhousing@lancaster.gov.uk.

Ideal Choice Homes: Our service for the allocation of social housing, Ideal Choice Homes, offers a wide range of housing options and related services.

To explore available properties, or to simply discuss your specific requirements, visit the website at idealchoicehomes.co.uk or contact Ideal Choice Homes directly at 01524 582 005 for assistance.

To access Ideal Choice Homes' bidding system at any time, you can use our 24-hour automated bidding line. Dial 0845 505 8230 to use this service and participate in housing allocation bids effortlessly.

Official Website: For comprehensive information about Lancaster City Council Housing's services, policies, and resources, please visit our official website at lancaster.gov.uk/housing/council-housing.

Here, you can find valuable insights into the application process, tenancy guidelines, and other relevant topics

Social Media: For the latest updates, news, and community engagement, follow Lancaster City Council Housing on our social media platforms and stay informed about housing-related events and announcements:

- facebook.com/LanCityHousing
- twitter.com/LCC_Housing
- instagram.com/lancaster_city_council_housing



Mainway Hub: Monday, Tuesday & Thursday | 10am - 4pm

Lancaster Town Hall: Monday-Friday | 9am - 4:30pm

Morecambe Town Hall: Monday-Friday | 9am - 4:30pm