Cannock Chase COUNCIL

Annual Report for Tenants

2025 | 26



Contents

Introduction 3

Priorities and key facts 4

Understanding and responding to your needs 5

Complaints 6

What we learned from the complaints received and what we did 7

Compliments 8 - 10

Tenant Satisfaction Measures 11

Management Performance Measures 2025/26 12

Resident Engagement and Involvement 13

Housing Board 13

Communicating and listening to our tenants 14

Tenant & Leaseholder Review Panel 15

Other Opportunities to Help Shape Our Services - Your Voice Matters 16

Repairs and improving your home 17

Repairs during 2025/26 17 - 19

Managing your tenancy 20

Your Rent 20 - 21

Looking forward 22

Financial information 23

Introduction

Welcome to our Annual Tenants Report for the financial year 2025/26.

I am a Council tenant myself and passionate about ensuring our tenants have access to high-quality homes and services - and will be bringing that knowledge and passion to my new role as the Housing and Corporate Assets Portfolio Holder.

We are committed to meeting the standards set by the Regulator and to being open, transparent, and accountable in everything we do. By sharing our performance and achievements, we aim to keep you informed about the progress we have made, the challenges we have faced, and the actions we are taking to improve services.

We recognise that there are areas of our housing service where improvements are needed, and that some of these challenges have developed over a number of years. We are committed to addressing these issues, learning from past experiences, and working towards raising standards to ensure our tenants receive the quality of homes and services they deserve.

> **"I understand many of the barriers our tenants can face and I will be listening, challenging where improvements are needed, and helping to drive positive change."**

With that in mind, I hope you find the Annual Report interesting and informative - providing you with an overview of our housing service performance over the past year.



Cllr Melissa Cecil

Portfolio Holder for Housing and Corporate Assets







Priorities

Quality Homes

We aim to improve the quality of the Council's housing stock for the benefit of our tenants by ensuring that we meet and exceed the Decent Homes standard. A stock condition survey was undertaken during 2025/26 to inform the position and determine exactly where we need to improve homes now and into the future.

Support and Engagement

We aim to make the best use of our stock, providing tenancy sustainment support, promoting the provision of suitable accommodation, and providing information and advice to prevent and reduce homelessness. We are aiming to improve our engagement with tenants, leaseholders and other customers by delivering the Resident Involvement Strategy for 2024-27.

New Homes

A development in Rugeley on the former Aelfgar school site started in Spring 2025 to deliver 29 new Council homes for rent. All properties will have been handed over by the end of Summer 2026.

Key facts*

We rented a total of **4982** properties, including **94** independent living (sheltered) properties.

We leased **302** flats across the District on leasehold terms.

We sold **33** properties through Right To Buy in 2025/26.

We spent approximately **£8.8m** on planned maintenance works and responsive repairs & maintenance to the existing housing stock in 2025/26 to ensure your properties are well maintained.

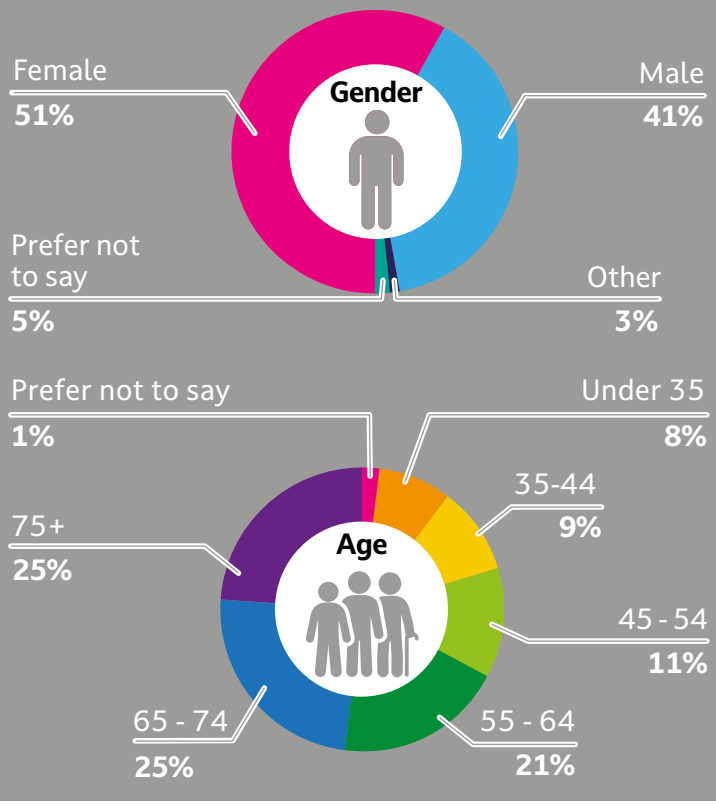
85% of respondents to our monthly repairs satisfaction survey said that they were satisfied with the repair services we provided.

*as at 31 March 2026

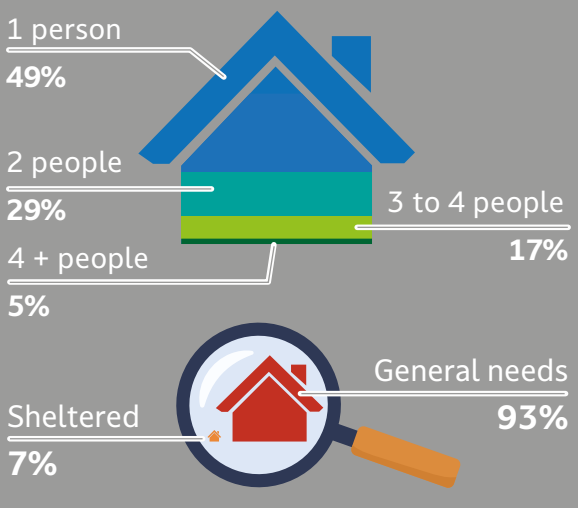
Understanding and responding to your needs

Tenant Profile

From TSM Survey 2025-26, based on lead respondent/main tenant



Household make-up



During 2025/26, we received **24,217** calls on housing related matters, including Tenancy Services and Repairs, and customers made **2,750** visits to the Housing Bungalow Reception.

We also managed **790** garages, of which **386** were occupied.

And we had **302** leasehold properties.*

Tenants have on average held their tenancies for an average of **13 years and 2 months****, continuing to demonstrate strong consistency in tenancy retention. According to our records the longest tenancy held is an incredible **63 years!**

The Council has **4982** properties for rent*

- **2017** one bed properties
- **1407** two bed properties
- **1443** three bed properties
- **58** four bed properties
- **1** five bed property
- **56** sheltered bedsits

There were **930** households on the Housing Register*▲

- **409** require **1** bedroom accommodation
- **335** require **2** bedroom accommodation
- **139** require **3** bedroom accommodation
- **46** households require **4+** bedroom accommodation

* as at 31 March 2026

▲ Included one household with unspecified size accommodation needs. LAHS 25/26 return.

** Only slightly lower than last year by 3 months.

Complaints





Total complaints/service requests received throughout 2025/26	**346**
Stage 1	**50**
Stage 2	**14**
MP enquiries	**77**
Councillor enquiries	**43**
Service Requests	**162**

4 cases were considered by the Housing Ombudsman.

Between 2024/25 and 2025/26, each complaint category saw an increase.

Service Requests were up just **5%** since last year, from 155 to 162.

The number of Stage 1 complaints increased by **11%** - from 45 to 50.

The number of Stage 2 complaints increased by **100% -** although from a low base of 7 up to 14.

MP Enquiries increased by **24%** - from 62 to 77.

Stage 1 Complaints by Service Area

Repairs and Maintenance	**21**
Housing Property Services (HPS)	**12**
Allocations (Including joint Housing Options)	**9**
Neighbourhoods	**8**

Response times

100% of Stage 1 complaints were responded to within **10** working days*.

100% of Stage 2 complaints were responded to within **20** working days*.

* including agreed extensions

Complaints escalated to Stage 2

Housing Property Services (HPS)	7
Repairs and Maintenance	5
Neighbourhoods	2

Complaints upheld

31 Stage 1 complaints were upheld (fully or partially)	62%
10 Stage 2 complaints were upheld (fully or partially)	71%

More information about our complaints procedure is available at:
www.cannockchasedc.gov.uk/housingcomplaints&compliments

What we learned from the complaints received and what we did

Learning from complaints has continued to be an area of focus for the Council. Complaints provide insight into the quality and safety of the services we provide enabling action to be taken to make changes or improvements.

Our learning in 2025/26 mainly related to service failures in unresolved repairs, void management and new lettings, staff attitude and conduct, and contractor management. Overall, the learning from Stage 1 and Stage 2 complaints show a need for better communication, stronger repair management, clearer ownership of action, and improved use of systems. Key areas identified for improvement include:

Clarity for residents about standards and timescales

Our learning in this area has shown the need to give residents clearer information about the allocations and housing need process, including expected timescales and what will happen at each stage. This includes ensuring Occupational Therapy assessments are completed, involving the affected person before an offer is made, reviewing medical needs assessments, and making sure staff can clearly explain the allocation policy to tenants.

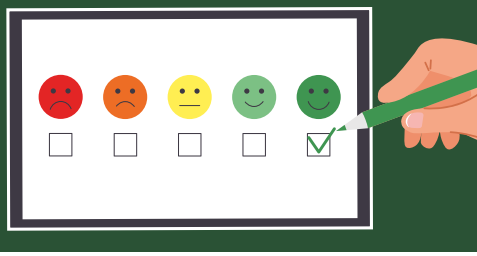
Post-inspection of repairs and void works

Our learning in this area has shown the need to strengthen void management and new lettings by ensuring properties are ready, outstanding repairs are completed, and tenants are clear about what the Council will and will not do. The focus is now on completing and inspecting void works before reletting, providing clearer information at handover, and including this in a new lettable standard leaflet, which we are currently consulting tenants about.



Compliments

As well as complaints, we also record compliments from tenants. Over the past year, we have received 109 compliments.



> The painter who treated the damp in the bedroom and kitchen was fantastic. They did an excellent job and was very polite!
> **Mr and Mrs S, Hednesford**

> Thank you so much to the Neighbourhoods Team for their understanding. Cannock Chase Council are first class in customer service.
> **Ms E, Norton Canes**

> The electrician arrived on time, was very professional and went through the repairs he had done with me. Very impressed.
> **Ms K, Chadsmoor**

> Please pass on my grateful thanks to the inspector who came out to see me today. He was very understanding and I cannot thank him enough.
> **Mrs W, Rawnsley**

> I would like to praise the staff in the Allocations department, as they all have been so helpful during and after signing for the tenancy. Nothing has been too much trouble, they have been marvellous. They have been well mannered, patient and courteous at all times.
> **Ms G, Rumer Hill**

> May I place on record my appreciation and thanks to the grass cutters who attend my lawns during the summer months. They do an excellent job and are courteous and efficient.
> **Mr V, Cannock**

> I would like to say huge thank you to the drains team who came out today, they were brilliant and very polite.
> **Mrs H, Hazel Slade**

> Thank you so much for our recent bathroom and kitchen upgrade. They look lovely, clean and neat.
> **Ms B, Heath Hayes**



Staff awareness and training

Our learning in this area has shown the need to reinforce expected standards of staff, contractor, and operative conduct. In response, one-to-one training, team updates, toolbox talks and reminders about conduct have been used, including training focused on clear contractor and operative communication.

Planning of complex works

Our learning in this area has shown the need for better planning and coordination of complex works, particularly where several work areas or specialist contractors are involved, such as roof, kitchen and bathroom repairs.

Repair tracking and follow-up

Our learning in this area has shown the need for stronger repair planning, clear ownership of jobs and better monitoring of follow-up work. We have also identified that improved systems, including a new mobile working solution, better dashboards and clearer reporting, will help repairs to be managed more effectively and reduce the risk of follow-up work being missed.

Communication with residents and communication between teams

Our learning in this area has shown the need for clearer, more consistent communication with tenants, and better communication between staff, departments and contractors. In response, toolbox talks, staff briefings, one-to-one training and reminders have been used to reinforce the importance of clear communication.

Overall, the actions taken in response to learning will help improve the customer experience, strengthen service delivery, and reduce the likelihood of similar issues happening again in the future.



You said...

"I would like to get more involved with things happening in my neighbourhood."

We did...

We are keeping tenants informed about dates and times of estate walks, should they wish to join. We are doing this by updating our webpage and emailing tenants who are interested in attending the walks. Some Estate Walks previously started at 8am, but we have moved those to 9am, to make them more accessible for everyone.

What this means for tenants

Providing more opportunities for tenants to be involved, listening to your views and taking action, also making your estate a place you are proud and happy to live.

You said...

"We think the Housing webpages need to be easier to navigate to help tenants find the information they are looking for."

We did...

Consulted with our Tenant and Leaseholder Review Panel to explore recommendations on how our housing webpages could be improved. A search bar was then added to the housing webpages to assist website users with finding the information they need. We have also introduced "quick-link" buttons to some of our most visited pages.

What this means for tenants

A clearer and more accessible website, with information to keep you informed about things that matter to you.

You said...

"I have noticed mould in my bathroom."

We did...

Conducted a full damp and mould survey. Works were then raised and completed, including the removal of old silicone, a reseal around the bath and bio-wash applied. We will continue to work with the tenant to ensure the bathroom is properly ventilated and that any returning mould is treated quickly.

What this means for tenants

We have a dedicated Damp and Mould Team who are actively working with tenants to address any damp and mould issues in their homes. It is important to us that tenants feel safe and comfortable in their homes.

A more detailed report on our complaints performance was presented to Cabinet on 20th August 2026 and can be accessed from: **www.cannockchasedc.gov.uk/complaintsperformance**

Tenant Satisfaction Measures

We conduct Tenant Satisfaction Measure (TSM) surveys annually in order to hear your views of the services we provide to you. In 2025/26 1,317 tenants took part in the survey and shared their experiences of using our services helping us understand what matters most and areas that need to be improved. Below is a snapshot of the views you shared with us.

79% satisfied with the overall service provided by the Council

49% satisfied with the Council's approach to handling complaints

70% satisfied that the Council keeps them informed about things that matter to them

81% agree that the Council treats them fairly and with respect

61% satisfied that the Council makes a positive contribution to their neighbourhood.

66% satisfied that the Council listens to their views and takes action based on them

81% satisfied with the overall repairs service

56% were satisfied with the Council's approach to tackling anti-social behaviour.

80% satisfied that the Council provides a home that is well maintained

78% satisfied with the time taken to complete most recent repair

83% satisfied that the Council provides a home that is safe

65% satisfied that the Council keeps communal areas clean and well maintained

Overall, tenant satisfaction is relatively strong, particularly for repairs and the provision of a safe home. There have been big increases in satisfaction levels in the areas of complaint handling and contribution to the neighbourhood. Small increases and decreases are seen in the other areas, but these are not statistically significant suggesting that satisfaction has remained at a similar level to last year. While we are encouraged by the improvements achieved, we recognise that further work is needed in areas where satisfaction remains lower.

The TSM results are reported to the Regulator of Social Housing as part of their Transparency, Influence and Accountability regulatory standard that all Registered Providers of Social Housing (including Local Authorities like Cannock Chase Council) are required to adhere to. More information is available at: **www.cannockchasedc.gov.uk/tenantsatisfaction**

Management Performance Measures 2025/26

In addition to the perception measures, the Council must also collect management performance measures. These have been collected and monitored over the last year and at year end 25/26 they were as follows:

	Tenant Satisfaction Measures - Management Performance	2025/26
CH01	Stage one complaints received per 1,000 homes during the reporting year.	10.04
	Stage two complaints received per 1,000 homes during the reporting year.	2.81
CH02	Proportion of Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (10 days)	100%
	Proportion of Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (20 days)	100%
NM01	Number of ASB cases opened per 1,000 homes by or on behalf of the registered provider during the reporting year.	24.65
	Above, of which involve hate incidents.	0.20
RP01	Proportion of homes that do not meet the Decent Homes Standard at year end.	19.91%
RP02	% of emergency repairs completed within provider timescales[1]	100%
	% of non-emergency repairs completed within provider timescales[2]	76%
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%

[1] Emergency repairs completed within 24 hours

[2] Non emergency repairs: P2 (Urgent Repairs) completed within 5 working days; P3 (Essential Repairs) completed within 5 working days; and P4 (Routine Repairs) completed within 38 working days. See Repairs Handbook for more details.

This year, we initiated a number of changes, including our improved administration of stock condition information which has strengthened the accuracy and reliability of our reporting. As a result of our stock condition surveys in 2025/26, we now have a better picture of our homes and how they measure up to the Government's Decent Homes Standard. We found that more homes than expected will need work to meet the standard. This mainly involves replacements to windows and doors in affected homes. Where we found any hazards that would affect people's health and safety we dealt with them straight away and we are now putting plans together to address the other issues we have found. We have also reported our findings to the Regulator of Social Housing, and we have started working with them to make sure we put the right investment plans in place to meet the Decent Homes standard. In addition, procurement for external envelope works is planned this year to reduce the number of non-decent dwellings and help mitigate the issue next year.

More details and analysis is available on the website at:
www.cannockchasedc.gov.uk/tenantsatisfactionmeasures

Resident engagement and involvement

Housing Board



Whilst the involvement of tenants and leaseholders has always been important to the Council, we have built on this work to bring the tenant voice into the decision-making structure of the Council, by operating our Housing Board - made up of three elected members (Councillors), three independent members and three Cannock Chase Council housing tenants/leaseholders.

The Housing Board is in place to ensure that the wider diverse voice and experience of tenants and leaseholders is considered and heard before the Council makes decisions around the housing service. Having tenants and leaseholders on the Housing Board, working with Councillors and independent members has helped us to ensure we have a wide breadth of experience overseeing the delivery of housing services across the district.

The Housing Board has now been in place for over a year and they have been helping us drive improvements with the service. The Board have been monitoring progress with the Housing Services Improvement and Delivery Plans, alongside reviewing performance information, and receiving assurances on a range of key areas to ensure that the housing service complies with the Regulator for Social Housing's Consumer Standards.

The Housing Board sits at the top of the Council's resident engagement framework, providing oversight and governance to the housing service and, where required, making recommendations to Cabinet. There are more targeted measures below it, such as the re-introduction of the Tenant and Leaseholder Review Panel, community events, estate walkabouts and satisfaction surveys. All these measures aim to ensure tenants are involved at various levels to increase the tenant voice and help to better shape housing services and improve the housing offer.

For more information about the work of the Housing Board visit
www.cannockchasedc.gov.uk/housingboard

Communicating and listening to our tenants

Resident engagement and involvement ensure that our tenants are heard and at the heart of our housing services.

In 2025/26 we produced **3** newsletters providing important information on a range of issues and opportunities for tenants to get involved.



Newsletters

Our newsletters remain popular with our residents and the introduction of the wordsearch competitions over the last year have been a huge success. Each competition winner is drawn at random from all of the completed and returned entries. We plan to continue these into the future editions.

Our newsletters this year have also featured a section on 'You Said, We Did, What this means', this has proved to be a valuable way that our residents can see the types of issues and queries we receive across Housing Services, how we have listened and what we have done to address them. Just one example of this was the preference of many of our residents to re-open the Housing Bungalow Reception which we did in July 2025.

Total consultations since last report

Since our last Annual Report, we have carried out eight Housing Service consultations to gather tenant feedback and better understand the needs and priorities of our customers. These consultations covered a range of service areas such as our Anti-Social Behaviour (ASB) Policy, Rent Agreement Policy and Communal Area & Space Operational Policy. These consultations provided valuable insight that have helped shape service improvements, inform decision-making, and ensure tenants' voices remain at the heart of what we do. We would like to thank everyone who took part and shared their views, helping us to improve services and deliver positive outcomes for our communities.

Tenant & Leaseholder Review Panel

A key milestone for us this year has been the launch of our **Tenant & Leaseholder Review Panel (TLRP).** The panel was established as part of our Resident Involvement Strategy 2024-2027 to independently review different areas of the housing service, identify opportunities for improvement, and make recommendations that make meaningful changes to our services to reflect what matters most to residents.

Their first project focused on reviewing Cannock Chase Council's housing webpages. During the process our panel met with staff members connected to the topic they were reviewing, they looked at relevant data, and the panel was given valuable insight into the website's development and functionality.

After carrying out a detailed assessment, the panel produced a comprehensive report which was presented to the Housing Board and the Head of Housing and Corporate Assets. We are delighted that all of the panel's recommendations were accepted, these include a new search bar that helps you find information within the Housing pages easier, handy quick-link buttons to some of our most visited pages, and a simplified homepage with less text to make it easier to navigate. This demonstrates the real impact residents can have when they get involved.

The panel members have also completed formal TPAS training, equipping them with the skills and knowledge needed to carry out effective scrutiny work. In recognition of their commitment and achievements, each member received a Certificate of Achievement for their contribution to the successful review.

Building on this success, the TLRP is now nearing completion of its second review project, with further recommendations set to help improve services for tenants and leaseholders.

We would like to thank all panel members for their dedication, enthusiasm and hard work. Their achievements show that resident involvement can lead to meaningful change.



Could you be our next panel member?

If you're passionate about improving housing services, want to have your voice heard, and are keen to help make a difference for your community, we'd love to hear from you. Joining the TLRP is a great opportunity to influence decisions, develop new skills, and work alongside other residents to shape the future of housing services.

Your voice matters - and together we can make a difference.

To find out more about joining the Tenant & Leaseholder Review Panel, please contact the **Resident Engagement & Insights Officer**
tel **01543 462 621** | email **residentengagement@cannockchasedc.gov.uk**

Other Opportunities to Help Shape Our Services - Your Voice Matters

Looking ahead, we are committed to creating more opportunities for tenants to get involved. We have a number of exciting engagement opportunities coming up and would love for you to get involved. More information on these opportunities will be available soon.

Lettings Standard Project

In September 2026 we invited tenants to help review our empty properties before they were re-let. Participants visited void properties and assessed them against our Lettings Standard, helping us ensure that homes met the standards our customers expected and deserved.

Tenancy Agreement One-Year Review

This year marks one year since the introduction of our updated Tenancy Agreement, and we wanted to hear residents' views. At our engagement event on the 29th September 2026, residents shared their experiences, discussed what was working well, and helped identify areas for improvement.

We are committed to putting tenant voices at the centre of service delivery.

Alongside formal consultations, residents can engage with us through our Virtual Group and Bright Ideas initiative, providing feedback and suggestions throughout the year. These opportunities enable tenants to influence decisions, contribute to service improvements and help shape the future of our housing services.

Independent Living Service Charge Review

In August 2026 we reviewed service charges within our Independent Living Schemes and were keen to involve residents in the process. Through a dedicated engagement event, residents had the opportunity to learn more about the review, ask questions, and provide valuable feedback that helped shape future decisions.

Tenant Engagement Drop-In Sessions

We have also recently launched Tenant Engagement Drop-In Sessions, providing an informal opportunity for residents to meet with us, find out about upcoming projects, ask questions and share their views on the services they receive. Whether you have a suggestion, concern or simply want to learn more about how you can get involved, we'd love to hear from you.

For more information visit:
www.cannockchasedc.gov.uk/residents/housing/tenant-and-resident-engagement

Repairs and improving your home

Repairs during 2025/26

13,464 repairs (both emergency and non-emergency) were completed in 2025/26

100% of emergency repairs were completed within 24 hours.

The average time taken to complete non-emergency repairs was **20.26** working days - just over 2 days quicker than last year (22.71 working days).

The average time taken to complete all repairs was **20.01** calendar days - almost 4 days quicker than last year (23.71 calendar days).

The total cost of maintenance and repairs during 2025/26 was **£8.8m**.

80% of our homes meet the decent homes standard (excluding where tenants have refused remedial work).

Improving the homes our residents live in

545 properties received electric upgrading works (wired in smoke detectors and provision of additional sockets) (an improvement on 464 in 2024/25).

396 properties benefitted from a central heating upgrade (a significant improvement on last year's 261).

112 properties benefitted from disabled facilities work (safe WC and showering, alterations to rooms; heating and power improvements; safety related works) (241 in 2024/25).

217 properties had bathroom upgrades (223 in 2024/25).

303 properties had kitchen replacements (337 in 2024/25).

The total expenditure on capital programme improvements was **£13.024m**



During 2025/26 we continued our monthly repairs satisfaction surveys sent to a random selection of tenants who had required a repair job to be completed during the previous month. A total of **363** responses were received throughout the year, and we have found that:

90% were satisfied with the quality of the work - 2% increase on last year.

83% were satisfied the repair was done right first time - 5% increase on last year.

85% were satisfied overall with the repairs service they received - 4% increase on last year.

We completed all emergency repairs within 24 hours, and our overall satisfaction increased and remained relatively high. We were also able to improve on last year's level of performance on non-emergency repairs, as well as overall decreasing the time it took to complete all repairs by nearly 4 calendar days.

The percentage of homes that meet decent homes standard has decreased, but this is because over the past year we have been surveying our council housing to better understand the maintenance condition of tenants' homes.

Looking at the surveys we have already done we have found a large proportion of homes that will need work carried out to help us meet the Government's Decent Homes Standard. This mainly involves replacements to windows and doors in the homes we have identified that require work. Just to reassure all tenants, where any significant hazards which would affect your health and safety are identified on surveys these are addressed immediately, no surveyed properties at year end had any hazards present. We are now putting together a plan to address these issues, and we will keep you updated as that programme progresses.

Repairing Empty Homes (Voids)

We are aware that our performance in turning around void properties has not improved since last year. As our improved stock condition data has identified, a proportion of our stock requires works to ensure homes are well maintained and meet decent homes standards. Therefore, we have been undertaking upgrade works at the void stage on a number of properties, which has had a knock-on effect with relet times - but has meant less disruption for incoming tenants. We are also reviewing properties on a case-by-case basis to identify what capital works can be completed to ensure each property is returned to a safe lettable standard within the shortest possible timescales. We are already seeing early improvements from this approach and will continue to monitor progress to ensure that these improvements are sustained and reflected in future performance.

Average re-let time (overall): **56.37 days**

Average re-let time (standard): **31.10 days**

Average re-let time (major): **90.62 days**

Despite the increase in time taken overall, we are still performing comparably well to similar organisations who relet standard (minor works) properties in an average of **46 days** for relets, according to Housemark data for 2025/26.

We lost almost **£282k** in rent whilst properties were being repaired and let throughout the year.

The increase in average relet times has meant the rent loss increased significantly since last year by **40%**, up from **£201k.**



Disrepair Claims

There were **16** disrepair claims brought to the Council during 2025/26, **3** of the **16** disrepair claims were resolved at year end.

Of the **3** resolved cases, just **1** case was proven and costed the service **£50.00.** We have successfully defended **2** cases. These disrepair claims cases take up a lot of time and money.

In disrepair cases, for most tenants involved, the claim only slows the repairs process down - as shown by the majority of cases not being resolved within the year and only 1 case being proven. We believe that some of these solicitors and law firms may advise tenants to refuse access for repairs, which delays the repair being completed and could cost tenants money. In many cases, tenants may be liable to pay court costs even on a no-win, no fee basis. We have received reports of a number of firms operating in the area and touting for business with letters and phone calls. Please speak with our staff if you have any concerns before 'signing up' to a lengthy legal process that may not deliver what it promises. Please note that if the disrepair inspection identifies any tenant damage or repairs that fall outside the Council's repairing responsibilities, these may be treated as rechargeable repairs and the tenant may be liable for the associated costs.

If you have any outstanding repairs in the first instance call **01543 462621** to report these to the **Housing Maintenance service** who will raise the repair and get you booked in.

Repairs can be resolved much quicker this way and the cost of involving law firms means that the money you pay in rent is directly being paid to these firms for repairs that would have been completed if they were reported anyway. It also means other repairs and improvement work cannot be completed as the time and money is spent on dealing with disrepair claims.

If you are dissatisfied with any housing or repairs service you have received, or feel that you are entitled to compensation, there are a number of options available to you, both informal and formal. Our complaint procedure allows tenants to raise concerns and request that the service 'makes it right'. Tenants can log complaints by phone, in writing, by email or through the website at: **www.cannockchasedc.gov.uk/customerfeedback**

More information is available at: **www.cannockchasedc.gov.uk/housingcomplaints&compliments**

The Repairs Handbook is a useful guide for tenants that provides information on repairs, maintenance and safety within your home. Visit: **www.cannockchasedc.gov.uk/housingrepairs**



Managing your tenancy

Your Rent

In April 2025, we increased your rent by **2.7%** in line with Government guidance and inflation rate.

Our average weekly rent for 2025-26 across all properties, irrespective of the number of bedrooms, was **£92.75** for social rent and **£108.16** for an affordable rent.

This is lower compared to Registered Provider rents* in the District of **£115.89** for social rent and **£147.46** for affordable rent.

*Latest available 2024/25.

We received **£24.055m** in dwelling rent income during the year.

For 2026/27, the Council has increased housing rents by **4.8%** from 6th April 2026, in line with Government Guidance.

Support with heating this winter

Are you struggling with heating bills this winter? Then don't struggle in silence. Beat The Cold are here to help you with debt and to support with the cost of living. Our Neighbourhood Officers can refer you or you can refer yourself by visiting: **www.beatcold.org.uk/**



123 new Anti-Social Behaviour cases were investigated, of which **102** were closed, with just **4** being closed using legal methods.

There were **3** evictions due to ASB and breach of tenancy.

30 abandoned properties were recovered.



Unfortunately, we evicted **6** households as a result of their rent arrears, an increase on last year where just 2 households were evicted due to their rent arrears. We do try everything to avoid this - please contact us if you have any concerns about making future rent payments.

Current tenants were in arrears to the amount of **£175,000** at the end of the financial year. Those tenants in arrears were behind with their payments by an average **£209**, a 4% decrease from last year's average arrears debt of **£217**.

Lettings 2025/26



93.5% of tenancies granted in the last two years lasted for more than 1 year (or were still ongoing),which shows our proactive approach to tenancy sustainment.

251 tenants received a new tenancy visit and **105** tenants were assisted by the tenancy sustainment service.

104 introductory tenancies were sustained for 12 months.

252 properties let throughout 2025/26, of which:

168 lettings were made to new social housing tenants.



70 lettings were to existing social housing tenants.

14 mutual exchanges took place during 2025/26.

90% of respondents to our monthly new lettings satisfaction survey said they were satisfied with the lettings and allocations process - 3% higher than the satisfaction rate last year (87%).



Looking Forward

to 2026 | 27

We remain committed to improving the quality of our homes and ensuring they meet the Decent Homes Standard. Throughout 2025/26, we carried out extensive Stock Condition Surveys and will complete the remaining surveys during 2026/27.

As a result of the increased number of non-decent homes identified in the Stock Condition Surveys, we have made a self-referral to the Regulator of Social Housing on the basis of a likely breach of the consumer standards. At the time of publication, the Regulator has closed the self referral and we are developing programmes of work to make sure all properties meet the required standard.

As we prepare for an inspection by the Regulator of Social Housing, we are continuing to strengthen our services and demonstrate compliance with the Consumer Standards. This will help ensure tenants receive safe, high-quality homes, have access to choice and services that meet their needs, and can also hold us accountable for the services we provide.

We are also preparing for the next phase of "Awaab's Law", which comes into effect at the end of November 2026. This includes enhancing our approach to tackling damp and mould, by responding promptly to other health and safety hazards to protect residents' wellbeing.

We continue to focus on reducing the time homes remain empty so that new tenants can move in sooner, while minimising the loss of rental income associated with vacant properties. We have also been improving our lettable standard so that we ensure the homes you move into are safe, clean and tidy.

We have made good progress in strengthening resident engagement and are keen to work more closely with tenants and leaseholders. We encourage residents to get involved through the range of opportunities available to influence decisions and shape services. During 2026/27, we will review our Resident Involvement Strategy and Action Plan alongside residents and develop a new tenant-led strategy for 2027 and beyond.

We are committed to continuous improvement by listening to residents, learning from complaints and feedback, and increasing opportunities for meaningful engagement. By working together, we can continue to improve housing services and ensure they reflect the needs and priorities of our tenants.



Deborah Walthorne

Interim Head of Housing and Corporate Assets







Financial Information

In 2025/26 your rent was increased by 2.7% in accordance with Government's rent policy, so average rents in 2025/26 were approximately



1 bed £84.49



2 bed £96.39



3 bed £101.11



4+ bed £112.56

Housing Revenue Account Budget 2026/27

£25.65m	£25.60m
HRA Income 2026/27	HRA Expenditure 2026/27

HRA Capital Programme - proposed spend for 2026/27

Kitchen Replacements	£3,440,000
Bathroom Replacements	£4,123,000
Adaptations Council Homes	£832,000
Central Heating Replacements	£1,294,000
Electrical Upgrades	£1,399,000
External and Envelope Works	£3,090,000
Hard Wiring of Social Alarms and Door Entry (Independent Living Schemes)	£193,000
Replacement of Fire Alarms	£217,000
Electrical Inspection Condition Reports	£114,000
New Affordable Housing (Aelfgar Site)	£2,000,000
Right to Compensation	£25,000
Hardstandings	£500,000
Other Costs and Contingencies	£127,000
Demolition of Garages	£80,000
Total	**£17,434,000**



Contact us

www.cannockchasedc.gov.uk/housing

Search for **'Cannock Chase Life'** | **@CannockChaseDC** | **@CannockChaseDC**

serviceimprovements@cannockchasedc.gov.uk

01543 462621

By letter or personal visit:

Cannock Chase Council
Civic Centre, Beecroft Road, Cannock, Staffordshire WS11 1BG

The Annual Report is available in a variety of formats, including audio and large print, on request.