

Annual Report for Tenants

2024 | 25



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Introduction

Welcome to our Annual Tenants Report for the financial year 2024/25.

This report serves as a comprehensive overview of our performance over the past year, providing you with essential information on how we have managed our responsibilities as your housing provider.

At the heart of our service is a commitment to meeting the Social Housing Regulator's Consumer Standards. A big part of that is transparency and accountability. By sharing detailed insights into our performance, we aim to keep you well-informed about the progress we've made, the challenges we've faced, and the steps we're taking to improve your living experience.

This report details how we invest in homes, repair and improve them and respond to the issues and complaints that you raise. It will tell you how the rent that we collect is used to maintain and raise the quality of council homes in the District.

The initiatives and changes reflected in this report are a direct response to the conversations we've had with you, ensuring that we are meeting your needs effectively and sustainably.

“We believe that your feedback is invaluable, we have listened to your concerns and suggestions over the past year.”

As we review the past year, we also look forward to building on these foundations in the year ahead. Our focus remains on delivering high-quality,

reliable services while fostering a strong, collaborative relationship with our tenants - to ensure we listen to the tenant voice and deliver the services you want and need.

We hope you find this report informative and that it gives you a greater insight into the work that we do for the benefit of all our tenants and leaseholders.



Cllr Sue Thornley

**Portfolio Holder
for Housing**



Nirmal Samrai

**Head of Housing and
Corporate Assets**



Priorities

Quality Homes

We will continue to improve the quality of the Council's housing stock for the benefit of our tenants by ensuring that we continue to meet and exceed the Decent Homes standard. A stock condition survey was started during late 2024/25 to inform the position and determine exactly where we need to improve homes.



Support and Engagement

We will make the best use of our stock, provide tenancy sustainment support, promote the provision of suitable accommodation, and provide information and advice to prevent and reduce homelessness. We will improve our engagement with tenants, leaseholders and other customers by delivering the Resident Involvement Strategy for 2024/27.



New Homes

We will continue working towards delivering further new council homes over the coming years using the Housing Investment Fund. Work started on the site of the former Aelfgar school in Rugeley during Spring 2025 and will deliver 58 homes comprising of 29 Council homes for rent and 29 for outright sale by Summer 2026/27.



Key facts*

We rent a total of **5014** properties, including **94** independent living (sheltered) properties.



We lease **299** flats across the District on leasehold terms;



We sold **19** properties through Right To Buy in 2024/25;



We spent approximately **£9m** on planned maintenance works and responsive repairs & maintenance to the existing housing stock in 2024/25 to ensure your properties are well maintained.



81% of respondents to our monthly repairs satisfaction survey said that were satisfied with the repair services we provided.

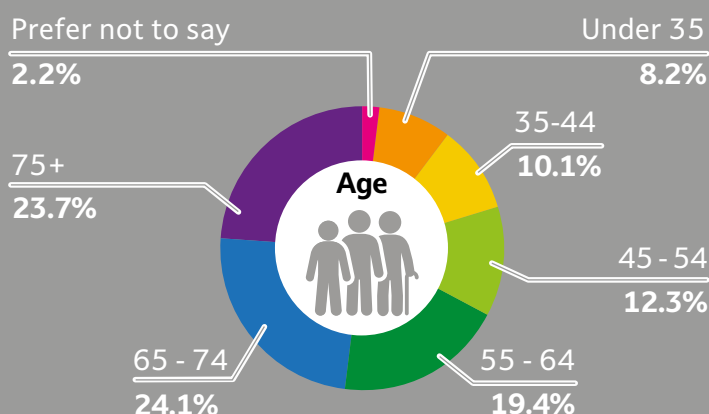
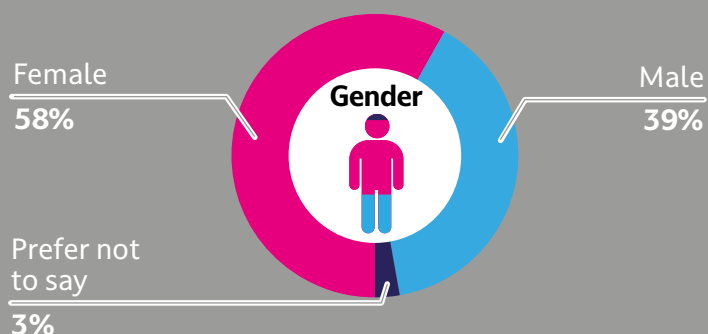


*as at 31 March 2025

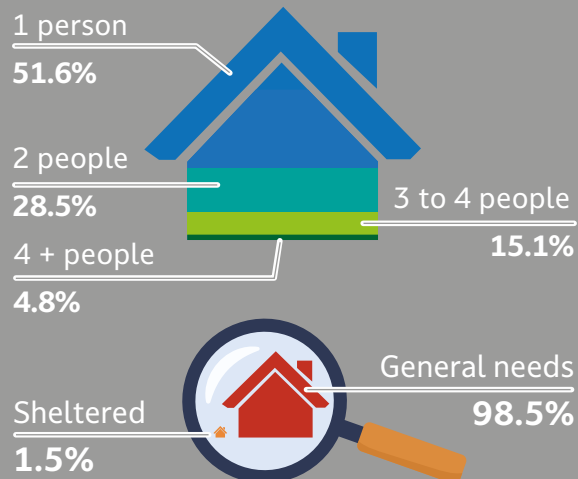
Understanding and responding to your needs

Tenant Profile

From TSM Survey 2024-25, based on lead respondent/main tenant



Household make-up



The Council has **5014** properties for rent*
2020 one bed properties

1422 two bed properties

1455 three bed properties

60 four bed properties

1 five bed property

56 sheltered bedsits

RENT



During 2024/25, we received **35,602** calls through the Contact Centre on housing related matters, **6,691** calls were received directly by housing staff (Tenancy Services staff only) and **1,012** visits were made to the Council offices.



We also manage **793** garages, of which **390** were occupied.



Tenants have on average held their tenancies for **13 years 5 months** (the same as last year). The longest tenancy held is an incredible **62 years!**



There were **918** households on the Housing Register**

357 require **1** bedroom accommodation

367 require **2** bedroom accommodation

146 require **3** bedroom accommodation

46 households require **4+** bedroom accommodation



* as at 31 March 2025

** Includes two households with unspecified size accommodation needs.

Complaints and Feedback

Total complaints/service requests received	294
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Stage 1	45
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Stage 2	7
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MP enquiries	62
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Councillor enquiries	25
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Service Requests	155
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5 cases were considered by the Housing Ombudsman, however none of these were taken on as they were not within the Ombudsman's jurisdiction.

Between 2023/24 and 2024/25, the number of Stage 1 complaints increased by **25%** (from **36** to **45**). The number of Stage 2 complaints received remained the same - **7**. Informal Complaints were up **50%** since last year, from **103** to **155**. MP Enquiries, however, saw a decrease of **45%** from **112** to **62**.



Stage 1 Complaints by Service Area

Repairs and Maintenance	13
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Housing Property Services	13
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Allocations (Including joint Housing Options)	10
---	----

Neighbourhoods	9
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Response times

93% 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

Allocations (Including joint Housing Options)	1
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Repairs and Maintenance	2
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Housing Property Services	2
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Neighbourhoods	2
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Complaints upheld

35 Stage 1 complaints were upheld (fully or partially)	78%
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4 Stage 2 complaints were upheld (fully or partially)	57%
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More information about our complaints procedure is available at:
www.cannockchasedc.gov.uk/housingcomplaints&compliments

Compliments

As well as complaints, we also record compliments from tenants. Over the past year, we have received 92 compliments.



I have recently moved in and would like to thank everyone I have dealt with at the Council. They have all been so wonderful and I am extremely impressed with the service.

Mrs M

I would like to praise the workman for the prompt service I received today. He was extremely polite and I am very happy with the work.

Mr P

I wanted to let you know how much I appreciate all the help and support from one of your Tenancy Sustainment Officers. She helped me move and frankly I could not have managed without her help.

Mr H

I would like to give some feedback on a recent repair I had for my heating. I had an engineer from Sure Maintenance come out, and the service I received was outstanding. He really did go above and beyond and nothing was too much trouble for him.

Mrs S

All repairs I have had done have been brilliant. Friendly staff and when reported on the phone, I spoke to friendly operators.

Mrs H

I would like to pass my gratitude to the Damp and Mould Supervisor and everyone else involved for how quickly they have managed to get the job done. The operative who attended (Jonathan) was extremely well mannered and conscientious. He worked on this job as if it was his own, and the work is of a very high standard.

Mrs P

Very happy with the Council and their employees on my transition into new property.

Mr M

All staff have gone above and beyond and respected my home.

Mrs G

What we learned from the complaints received and what we did

You said...

“The property had not been cleaned to my satisfaction prior to moving in.”
Mr M, Cannock

We did...

The standard of cleaning was raised with the external contractor who is responsible for the cleaning of our void properties before they are re-let.

What this means for tenants

The contractor has now deployed a different member of staff to carry out the cleaning of our empty properties. This staff member has previous experience of void cleans.

You said...

“I have issues with parking on my estate and have noticed some of your garages are empty.”
Mrs F, Rawnsley

We did...

Contacted the tenant to discuss the possibility of renting one of the garages to alleviate her parking difficulties. We informed the tenant of the availability of garages within the District and how to apply for one.

What this means for tenants

We have garage tenancies available, please email garages@cannockchasedc.gov.uk or visit www.cannockchasedc.gov.uk/applygarage.

You said...

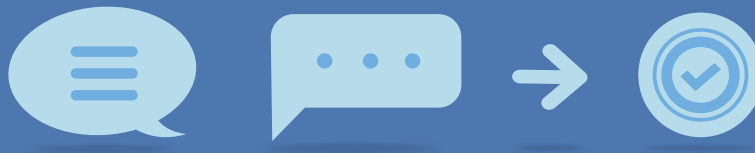
“Reminder text messages for next-day repairs appointments are sent after 5pm, making it difficult for tenants to change or cancel their appointment.”
Ms B, Rawnsley

We did...

We requested the system provider to alter the time automated text messages were sent out at, bringing this forward to earlier in the day. As this was a suggestion from a tenant that improved service delivery we offered the tenant a £25 shopping voucher for their ‘Bright Idea’.

What this means for tenants

Text message reminders are now sent out at 8am, rather than 5pm. This means that any tenants wishing to cancel or re-arrange an appointment now have the whole day to contact us and we can re-arrange jobs accordingly, filling more repair slots and getting repairs completed quicker for tenants.



You said...

“I have problems with mould and condensation in my bathroom.”

Ms H, Hazelslade

We did...

Carried out a damp and mould assessment of the property and the affected walls were washed down with a fungicidal solution to remove any mould spores. A further visit was made to apply the topcoat bio-check emulsion to the previously treated areas. The Damp and Mould Supervisor is monitoring the conditions at the property and action and advise as necessary.

What this means for tenants

A Damp, Mould and Disrepair Supervisor and supporting operatives are now in post, so they will be able to respond quickly to similar reports from other tenants. This will be key in our response to the requirements of Awaabs Law - visit www.cannockchasedc.gov.uk/introtorepairs for more detailed information.

You said...

“The Housing Association I work for also includes details of what You Said, We Did means for all tenants.”

Independent Housing Board Member

We did...

We added an additional section into the Annual Report detailing what the outcome from each issue raised was means for all tenants.

What this means for tenants

All tenants will now be able to see what action on the issue raised has impacted everyone and not just the tenant that raised the issue. Tenants will experience similar issues and we want to show we have listened to your comments and put things right for all of you.

A more detailed report on our complaints performance was presented to Cabinet on 31 July 2025 and can be accessed from: www.cannockchasedc.gov.uk/complaintsperformance

Understanding social housing consumer standards

On 1 April 2024 the Regulator of Social Housing (RSH) launched revised standards for social housing. These new Consumer Standards for social housing providers, like the Council, aim to ensure you have a safe, secure, and well-maintained home with clear communication and support from your landlord.

What are the Consumer Standards?

There are 4 key standards

Safety and Quality Standard

This ensures your home is safe, well-maintained, and meets basic needs for warmth, dryness, and functionality. We will conduct regular checks, handle repairs promptly, and keep you informed.



Transparency, Influence and Accountability Standard (including Tenant Satisfaction Measures)

We will treat you with respect, involve you in decisions, and be open about our performance. You'll have access to all tenancy information and a clear process for raising concerns.



Tenant Satisfaction Measures (TSMs)

This system allows you to assess our performance in meeting the other standards. TSM results are published on the website, social media and newsletters, with clear explanations and videos. **See page 12 for more details.**

Neighbourhood and Community Standard

We will work with local partners to create safe and well-maintained neighbourhoods, including addressing anti-social behaviour and supporting victims of domestic abuse.



Tenancy Standard

We will offer fair tenancy procedures, support you in maintaining your tenancy, and provide guidance if you need to leave your home. We will also facilitate home swaps if desired.





Impact on Cannock Chase Council

Local authorities have tried to prepare for this by ensuring their policies and procedures comply with these new provisions, including accurate and up to date record keeping, and comprehensive stock condition information.

Landlords must also establish the most appropriate methods for their tenants to communicate with them to ensure tenants have an effective opportunity to have their say.

We are classed as a large provider with more than 1,000 properties. That means we will be subject to a full inspection by the regulator, who plan to inspect providers every 4 years. The Regulator inspects each landlord on how they meet the required standards and has the authority to take actions against any social housing landlord who fails to do so.

What does this mean for you?

These standards aim to empower you as a tenant and ensure you have a positive experience living in a Cannock Chase Council property.

“You can expect better communication, improved service delivery, and a focus on creating safe and secure communities.”

More information about the Regulator of Social Housing and the role they play in supporting tenants visit www.cannockchasedc.gov.uk/socialhousingreg

For more detailed information visit www.gov.uk/government/organisations/regulator-of-social-housing

Tenant Satisfaction Measures



Housing Services carried out a general satisfaction survey for housing tenants and leaseholders last year. This has become known as the Tenant Satisfaction Measures (TSM) Perception Survey and will now be undertaken each year.

The TSM perception survey results provide information around tenants' perceptions of the Council's housing service delivery to support effective scrutiny by tenants of our performance in managing their homes and neighbourhoods. The 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.

For more information visit www.cannockchasedc.gov.uk/tenantsatisfaction

	Tenant Satisfaction Measures - Perception	2024/25
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	77%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	78%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	70%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	76%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	80%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	58%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	66%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	76%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	49%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	62%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	55%

There have been big increases in satisfaction levels in the areas of complaint handling and contribution to the neighbourhood. We are pleased that we appear to have improved our services in these areas.

Small increases and decreases are seen in the other areas but these are not statistically significant so suggest that satisfaction has remained at a similar level to last year.

Management Performance Measures 2024/25



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 24/25 were as follows:

	Tenant Satisfaction Measures - Management Performance	2024/25
CH01	Stage one complaints received per 1,000 homes during the reporting year.	8.98
	Stage two complaints received per 1,000 homes during the reporting year.	1.40
CH02	Proportion of Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (10 days)	93%
	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.	12.77
	Above, of which involve hate incidents.	1.20
RP01	Proportion of homes that do not meet the Decent Homes Standard at year end.	0.7%
RP02	% of emergency repairs completed within provider timescales ¹	100%
	% of non-emergency repairs completed within provider timescales ²	74%
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 3 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.

More details and analysis is available on the website:

www.cannockchasedc.gov.uk/tenantsatisfactionmeasures

Resident Engagement



For more information visit www.cannockchasedc.gov.uk/tenantparticipation if you would like to get more involved with Housing Service or have your say, then please email residentengagement@cannockchasedc.gov.uk

Since the last Annual report

3 Tenant Newsletters sent out in 2024/25

3 planned for 2025/26

45 Facebook posts

10 X posts (formerly Twitter)

17 Nextdoor Agency posts

2 Instagram posts

Formation of the Housing Board

Independent Living Scheme engagement survey



Tenant's Noticeboard webpage

Ways engagement is helping shape your community

Independent Living Schemes

Thanks to a recent engagement and communication survey we have been able to identify a need for residents to have a box placed in the communal area of Longford Court for residents to give back keys after vacating or any other notifications to the Scheme Manager.

New Tenancy Agreement Consultation

Following a consultation about the New Tenancy Agreement we listened to your views about wanting an easy read version of the document and we created a simplified version that can now be viewed from our website at:
www.cannockchasedc.gov.uk/tenancyagreement

Satisfaction Surveys

Your responses to our satisfaction surveys are hugely important to us. They enable us to gather your feedback and respond accordingly, implementing any changes as required.



Did you know that Cannock Chase Council offers a £25 voucher to tenants that come up with a 'Bright Idea' that is put into practice.

If you have a new idea that will help you or your community, get in touch with us at residentengagement@cannockchasedc.gov.uk

For more information visit www.cannockchasedc.gov.uk/tenantparticipation

If you would like to get more involved with the Housing Service or have your say, email residentengagement@cannockchasedc.gov.uk

Managing your tenancy

Your Rent

In April 2024, we increased your rent by 7.7% due to the Government guidance and inflation rate.

Our average weekly rent for 2024/25 across all properties, irrespective of the number of bedrooms, was **£90.04** for social rent and **£105.32** for an affordable rent.

£

This compares with Registered Provider rents* in the District of **£104.30** for social rent and **£135.57** for affordable rent.

*Latest available 2023/24.

We received **£23,702,650** in dwelling rent income during the year.

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/



We evicted **2** households as a result of their rent arrears and anti-social behaviour.

An improvement on last year where **8** households were evicted.

We recovered **19** abandoned properties



64 new anti-social behaviour cases were investigated, of which 48 were closed, with just **4** being closed using legal methods.

Current tenants were in arrears to the amount of **£174,124** at the end of the financial year. Those tenants in arrears were behind with their payments by an average **£217**, a small increase from last year's average arrears debt of **£214**.

Lettings 2024/25

96.4% of tenancies granted in the last two years lasted for more than 1 year, which shows our proactive approach to tenancy sustainment.



191 tenants received a new tenancy visit and **86** tenants were assisted by the tenancy sustainment service.

93 introductory tenancies were sustained for 12 months.

302 properties let throughout 2024/25, of which:

170 lettings were made to new social housing tenants.

103 lettings were to existing social housing tenants.



29 mutual exchanges took place during 2024/25.

87% of respondents to our monthly new lettings satisfaction survey said they were satisfied with the lettings and allocations process - the same satisfaction rate as last year.



Repairs and improving your home

Repairs during 2024/25

13,618 repairs (both emergency and non-emergency) were completed in 2024/25



100% of emergency repairs were completed within 24 hours

The average time taken to complete non-emergency repairs was **22.71** working days.

The average time taken to complete all repairs was **23.71** calendar days

The total cost of maintenance and repairs during 2024/25 was **£8.99m**.

99.3% of our homes meet the decent homes standard (excluding where tenants have refused remedial work).

Improving the homes our residents live in



464 properties received electric upgrading works (wired in smoke detectors and provision of additional sockets)

261 properties benefitted from a central heating upgrade

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

223 properties had bathroom upgrades

337 properties had kitchen replacements

Capital programme improvements cost **£8.69m**



During 2024/25 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. We have found that:



88% were satisfied with the quality of the work - a slight improvement on last year by 1%

81% were satisfied overall with the repairs service they received - a slight improvement on last year by 2%

78% were satisfied the repair was done right first time - the same percentage as last year.

We carried out all emergency repairs within 24 hours and our overall satisfaction is relatively high. We haven't maintained the performance level on non-emergency repairs from last year.



There continues to be an increase in repair requests, alongside an increase in disrepair claims and legal processes taking up staff time. Issues with our Housing Information Management System have contributed to backlogs and accurate management of the repairs service.

All this has reduced our capacity to respond to 'day-to-day non urgent' repairs as quickly as we would normally and has increased the time taken to complete repairs, and ultimately impacted on your satisfaction levels. Measures are being put in place to rectify the issues and provide a better performance for 2025/26.

Repairing Empty Homes (Voids)

We are aware that our performance in turning around void properties has worsened since last year. We're making changes and are continuing to implement an Improvement Plan that includes a number of actions that we know will further speed up the process for repairing and re-letting our properties.

We lost **£201k** in rent whilst properties were being repaired and let throughout the year.

The decrease in average relet times has meant the rent loss increased significantly since last year by **40%**, up from **£144k**.

Average re-let time (standard): **41.65 days**

Average re-let time (major): **76.89 days**

Despite the increase in time taken, we are still performing comparable to similar organisations who relet standard (minor works) properties in an average of **45 days** for relets, according to Housemark Pulse data for 2024/25.



Disrepair Claims

There were **29** disrepair claims brought to the Council during 2024/25 and these do take up a lot of time and money.



18 of the 29 were resolved and **11** have rolled over into 2025/26. Of the **18** resolved cases, **15** were proven and cost the service over **£78.4k**. This equates to **14** kitchens or **18** bathrooms that could not be replaced.

We have successfully defended **4** cases, and in every case the legal costs were reduced by approximately **45%**.

In disrepair cases, for most tenants involved, the claim only slows the repairs process down. 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 is promised.

If you have any outstanding repairs then 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



Looking forward

We will ensure we are compliant with the Social Housing Regulator's Consumer Standards so that we improve the standards of social housing, make sure tenants get quality accommodation, have choice and protection, and can hold us to account.

With the introduction of Awaabs Law (as part of the Social Housing (Regulation) Act), we will be making the necessary adjustments to our service to meet the requirements for addressing damp and mould, then working towards other hazards in due course.

We will continue improving and maintaining the quality of our housing stock beyond the Decent Homes Standard. We have been completing an up to date Stock Condition Survey towards the end of 2024/25 and into the summer of 2025, which will provide us the necessary information to plan for and programme in the work required to your homes.

We need to work harder to drive down the turnaround times of our empty homes (voids) to reduce the time incoming tenants have to wait for a property to be ready and subsequently reduce our rent loss due to empty homes.

We will build further on our resident engagement offer and want to work with you much more closely. Our Resident Involvement Strategy and action plan aims to deliver positive change in this area.

We are working hard to put service improvements in place, we are listening to your views, learning from complaints and feedback, and aim to engage more closely with tenants to better provide the housing services you need and want.

We are pleased to have set up the new Housing Board and look forward to working with them to strengthen and improve on the governance arrangements of Housing Services. This will ensure more effective oversight of our social housing activities and ensure we are delivering good quality and safe homes and services to Council tenants.

“We will continue to deliver safe, clean and tidy homes that are decent and conform to our lettable standard.”



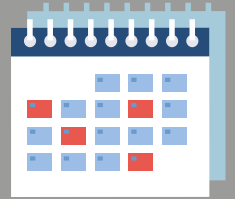
Nirmal Samrai

Head of Housing and Corporate Assets





Here are just some of our plans for 2025/26



Tenant Scrutiny Panel

A renewed tenant scrutiny panel will be set up to enable tenants to give feedback on services and policies to help us improve.

Independent living scheme engagement

We plan to consider engagement with our independent living schemes to enable tenants to give feedback on services within our schemes to help us tailor them to our resident's needs.

Virtual Panel

We hope to formalise a virtual panel with already engaged tenants, alongside our other appointed panels, to help us obtain feedback on policies, procedures and publications virtually.

Young People engagement

We will explore the demand from younger people to get involved and give us a fresh perspective on how to improve our services for the younger generations.

Home Newsletter

Our tenant Newsletter will continue to be released at planned dates throughout the year as we are committed to keeping our tenants as informed as possible about all upcoming events and changes.

Explore further social media engagement

We are planning to extend our reach through social media platforms in order to engage a wider audience.

Financial information

In 2025/26 your rent has been increased by 2.7% in accordance with Government's rent policy, so average rents in 2025/26 will be approximately:



1 bed
£84.49



2 bed
£96.39



3 bed
£101.11



4+ bed
£112.56

Housing Revenue Account Budget 2025/26

£24.69m

£24.42m

HRA Income
2025/26

HRA Expenditure
2025/26

HRA Capital Programme - proposed spend for 2025/26

Kitchen Replacements	£3,094,000
Bathroom Replacements	£1,423,000
Disabled Facilities Work	£1,108,000
Central Heating Replacements	£1,002,000
Electrical Upgrades	£727,000
External and Envelope Works	£165,000
Hard Wiring of Social Alarms	£153,000
Replacement of Housing Service Vehicles	£421,000
Sheltered Schemes Improvement Works, Fire Alarms and Door Entry	£57,000
Electrical Inspection Condition Reports	£95,000
New Affordable Housing (Aelfgar Site)	£2,514,000
Decarbonisation project	£818,000
Right to Compensation	£25,000
Hardstandings	£500,000
Other Costs and Contingencies	£127,000
Total	£12,229,000



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.

