



Leicester
City Council

MEETING OF THE HOUSING SCRUTINY COMMISSION

DATE: THURSDAY, 9 JULY 2026

TIME: 5:30 pm

PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Members of the Committee

Councillor O'Neill (Chair)

Councillor Agath (Vice-Chair)

Councillors Bora, Chauhan, Gopal, Halford, Singh Sangha and Zaman

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

Officer contacts:

Oliver Harrison and Ed Brown (Governance Services),

e-mail: governance@leicester.gov.uk

Leicester City Council, 3rd Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Information for members of the public

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- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Oliver Harrison or Ed Brown, Governance Services** on oliver.harrison@leicester.gov.uk or edmund.brown@leicester.gov.uk. Alternatively, email governance@leicester.gov.uk, or call in at City Hall.

For Press Enquiries - please phone the **Communications Unit on 0116 454 4151**.

PUBLIC SESSION

AGENDA

FIRE / EMERGENCY EVACUATION

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

1. WELCOME AND APOLOGIES FOR ABSENCE

To issue a welcome to those present, and to confirm if there are any apologies for absence.

2. DECLARATIONS OF INTERESTS

Members will be asked to declare any interests they may have in the business to be discussed.

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The minutes of the meeting held on 21 April 2026 have been circulated, and Members will be asked to confirm them as a correct record.

4. MEMBERSHIP OF THE COMMISSION 2026/27

The Membership of the Commission will be confirmed and noted.

CHAIR	Councillor Molly O'Neill
VICE CHAIR	Councillor Nags Agath
	Councillor Elaine Halford
	Councillor Mohinder Singh Sangha
	Councillor Syed Zaman
	Councillor Yogesh Chauhan
	Councillor Jayanti Gopal
	Councillor Aasiya Bora

5. DATES OF MEETINGS OF THE COMMISSION 2026/27

Members will be asked to note the meeting dates of the commission for 2026-27:

9 July 2026
7 September 2026
10 November 2026
18 January 2027
1 March 2027

6. TERMS OF REFERENCE [Appendix B](#)

The Commission will be asked to note the Terms of Reference.

7. CHAIRS ANNOUNCEMENTS

The Chair is invited to make any announcements as they see fit.

8. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

Any questions, representations and statements of case submitted in accordance with the Council's procedures will be reported.

9. PETITIONS

Any petitions received in accordance with Council procedures will be reported.

10. INTRODUCTION TO HOUSING [Appendix C](#)

The Director of Housing provides an introduction to Housing Scrutiny.

11. MR X VERBAL UPDATE

The Director of Housing will provide a verbal update on Mr X.

12. RENT ARREARS REPORT - APRIL 2025 TO MARCH 2026 [Appendix D](#)

The Director of Housing submits a report on the annual rent arrears progress within the general housing stock.

13. ENVIRONMENTAL BUDGET 2026/2027 [Appendix E](#)

The Director of Housing Submits a Report outlining the amount of Housing

Revenue Account (HRA) funding that will be invested on housing estates across the city in 2026/2027. This includes the Environmental Budget.

14. MUTUAL EXCHANGE SWAP SCHEME **Appendix F**

The Director of Housing submits a report outlining the current Mutual Exchange Swap Scheme available to LCC Housing Tenants who have a secure tenancy.

15. TENANCY SCRUTINY PANEL ANNUAL REPORT 2025/26 AND THE ENGAGEMENT TEAM WORK PROGRAMME - APRIL 2026 **Appendix G**

The Director of Housing submits a report providing the Tenant Scrutiny Panel Annual Report 2025/26 and the Engagement Team Work - Programme 2025/26.

16. WORK PROGRAMME **Appendix H**

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

17. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appenix A

Minutes of the Meeting of the
HOUSING SCRUTINY COMMISSION

Held: TUESDAY, 21 APRIL 2026 at 5:30 pm

P R E S E N T :

Councillor O'Neill (Chair)
Councillor Bajaj (Vice Chair)

Councillor Bonham
Councillor Gopal

Councillor Gregg
Councillor Singh Sangha

Councillor Surti

* * * * *

In Attendance

Cllr Cutkelvin – Deputy City Mayor for Housing, Economy & Neighbourhoods

80. WELCOME AND APOLOGIES FOR ABSENCE

The Chair welcomed those present to the meeting.

Apologies were received from Cllr Aqpany and Cllr Zaman. Cllr Bonham and Cllr Surti were present as substitutes.

81. DECLARATIONS OF INTERESTS

Members were asked to declare any interests they may have had in the business to be discussed.

No interests were declared.

82. MINUTES OF PREVIOUS MEETING

AGREED:

The minutes of the previous meeting held 17th March 2026 were agreed with the following amendment:

- For Cllr Gregg's declaration to state he applied to support Exempted Housing.

83. CHAIRS ANNOUNCEMENTS

The Chair announced that papers had been circulated in advance and were usually taken as read. It was noted that, due to the presence of substitute Members, a more detailed presentation from officers would be provided to ensure all Members were fully informed.

84. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

It was noted that none were received.

85. PETITIONS

It was noted that none were received.

86. PROVIDER IMPROVEMENT PLAN UPDATE REPORT

The Director of Housing submitted a report providing an update on the progress made on the housing division's Housing Regulator Provider Improvement Plan (PiP). Key points included:

- This was the first progress report since the regulator inspection in July 2025. Since then, the service was now in the provider improvement phase, and meeting with the Regulator of Social Housing Team on a monthly basis, giving updates on areas identified in the inspection. This mainly included elements in the Safety and Quality standard and the Tenant Engagement Standard.
- The PiP included 26 specific actions as detailed in the report.
- There is an internal Board chaired by the Strategic Director of CDN, the Director of Housing and all Heads of Service whom meet monthly in advance of meeting with the regulator.
- Since the PiP had been generated, five of the 26 actions had been completed. These related to asbestos, water safety, mutual exchanges, the Tenant Scrutiny Panel and complaints.
- The areas were RAG rated (Red, Amber, Green). There are thirteen rated green and eight amber on the report, but since the report was published, this had changed to sixteen green and five amber.
- Actions had been impacted by unavoidable events, such as the winter and the implementation of legislation such as Awaab's Law.
- There are now 2600 out-of-category repairs, down from 6,250 in January 2025
- There are now 315 damp and mould cases, down from 539. We are on track to clear these down during 2026
- There had been a number of IT challenges which had caused some of the amber ratings, such as the roll out of new complaints IT system, health and safety and fire safety IT systems. Effective systems were

already in place for these, but the new systems would help the service to enhance reporting and pull all information in to one location.

- 3,347 Housing Health and Safety rating inspections (HHSRS) have been completed, up from the 2,800 noted in the report.
- The service was on track to complete the target of 60% of Electrical Safety inspections (EICRs) by the end of 2026 and to complete the full cycle by 2028.

In response to member questions and discussion, the following was noted:

- The report related to Council stock. With regard to registered providers, they were subject to the same regulations and inspection regime as the Council. Historically, there had been a degree of governance and financial oversight of registered providers in advance of the new Regulator. However, they now needed to comply to consumer standards. This was not necessarily the case of private providers, however, there were changes to renters' rights that would bring in new requirements for providers, and they would have to go on a national PRS Housing register. They would also now have to meet the Decent Homes Standard and would need to meet Awaab's law when they are introduced or PRS. This would bring private providers more into line with Local Authorities and registered providers.
- A private rented sector team could inspect properties for Hazards if reports of poor condition property is received.
- The Renters' Reform Act would give the Council more rights to intervene in the private rented sector. Currently a mismatch of different licensing schemes existed, including House of Multiple Occupation (HMO) licensing, selective licensing and additional licensing. If these were in place then there were more rights to go into properties and inspect standards. It will be the duty of the Council to uphold increased standards in the Renters' Reform Act
- Residents could call the Private Sector Housing team and also report online. The team could do a Health and Safety rating and inspection and if a Category 1 hazard was identified then the team would negotiate and deal with the landlord. Civil penalties could be imposed.
- In terms of resources for new responsibilities under the Renters' Reform Act, the Government provided a degree of funding. Much of this sat under Regulatory Services. With licensing, the funding structure was aimed to be self-sustaining. There were set-up costs for renters' rights, this would be monitored. Once the Housing Crisis had been declared, a Private Sector strategy had been created for the City as there was a need to improve standards.
- Information could be provided on complaints received on housing condition (including numbers of complaints), and on what has been

completed on HRA stock. Members were encouraged to take details if people were dissatisfied with the way a complaint was dealt with so the team could unpack it.

- Housing HHSRS checks were done as a random selection process working clockwise around the City, picking 600 properties at a time. When they were completed, a further 600 were chosen. The properties chosen included a mix of types of housing and were spread around the city.
- The team were praised for having provided a good response.
- With regard to queries on how on-track the service was to go from C3 to C2, and on whether the housing regulator was measuring improvements and impact on feedback from tenant's scrutiny, it was noted that there were inspections every four years, but the engagement process would mean that the Regulator of Social Housing Team would not conclude their work with the Council until the RSH were reassessed and moved the Council to a new grade. They would likely reassess over the next year. It was important to give reassurance and evidence to the regulator that standards are being met. Each month the regulator was met with and updated with evidence from areas such as the Tenants' Scrutiny Panel. The annual report from the Panel was also important evidence for the regulators. It was hoped that there would be a re-grading going forward, but this could not be certain as it was dependent on how actions were proceeded with.
- Regulators were pleased with progress, particularly with regard to engaging people and training them and moving forward with the Tenant Engagement Team.
- With regard to repairs, this was an ongoing challenge, particularly with new legislation and additional demand. It was important to ensure external and political visibility. It was further noted that there were challenges in resource and in getting companies to do the necessary work. Reports regarding Awaab's Law and Health and Safety Reports would go to the regulators as evidence.
- A manager and three officers had been recruited for tenant engagement
- In terms of learning from best practice, feedback from complaints had been analysed, and an annual report was produced in relation to complaints. It was aimed to update IT systems to allow thematic reporting as currently topic areas were manually extracted to ascertain where complaints were coming from. The Complaints Manager had done a deep dive with the Complaints team on repairs, and a learning exercise had been conducted on different topic areas to take forward and look at ways to have fewer complaints. The example of rat complaints was given to illustrate how the service had learned from issues; the team had seen that the system had not been working, so a

specialist team was created and a process initiated to block holes and work with pest controllers, as a result, rat complaints were now very rare. Best practice reports and maladministration issues were monitored, and a quarterly report was received with topics identified as best practice by the Ombudsman which was looked at with the Senior Management Team in terms of whether action was needed and what form it should take.

- Every year a tenant satisfaction survey was required and last year had shown an improvement on the year before. This survey was used to see where investment was needed. The HRA budget had proposals for capital investment to deal with complaints that had been identified.
- In terms of the response rate on the survey, it was necessary to be statistically compliant and undertake a specific number. A company had been procured to undertake the Tenant Satisfaction survey and engage face-to-face, and the tenant populace could be engaged with and barriers removed with regard to the survey.
- With regard to increases in the repairs team, there was already a large in-house team and we have worked to increase this. Work had been done to simplify the recruitment process. A number of agency staff had been brought on and then made permanent if they reach the required standards. There were also now up to 50 posts for craft apprenticeships.
- There were challenges around having an aging workforce and the numbers replacing the team were just enough to keep afloat, but not enough to deal with increasing demands, this was the reason contractors had needed to be worked with. To ensure compliance, it was necessary to have a more split approach. There was a preference for in-house, but costs could be an issue. This was an issue sector-wide and not just for local authorities.
- In response to a question about solar panels, it was explained that there was currently no funding for them this year. Pressures on the HRA were significant as there was a requirement to meet consumer standards and there was a need to focus on this. It was hoped to do more regarding climate change issues and retrofit stock in future years. Lots of the stock was Energy Performance Certificate C and there were dedicated officers to look at retrofitting pathways.

AGREED:

- 1) That members note the update.
- 2) That additional information requested be circulated.
- 3) That comments made by members of this commission to be taken into account.

87. HAZARDS IN HOUSING - SUMMARY REPORT IN RELATION TO LCC'S RESPONSE TO AWAAB'S LAW

The Director of Housing submitted a report to the Commission outlining the requirements of Awaab's Law and set out the division's arrangements to comply with the regulations underpinning Awaab's law.

The Head of Service for Housing presented the item and the following was noted:

- Phase 1 of Awaab's Law came into force on 27th October 2025 with accompanying non-statutory guidance.
- The legislation represented a significant change for social landlords, particularly in relation to damp and mould hazards, with a focus on tenant safety and managing health and safety risks. Statutory response times of 24 hours, 5 working days and 10 working days were highlighted
- From October 2026 Phase 2 of the regulations would be extended to cover hazards which presented a significant risk of harm, including excess cold and heat, falls, fire and electrical hazards, domestic and personal hygiene and food safety.
- In 2027, Phase 3 of the regulations would cover all Housing Health and Safety Rating System (HHSRS) hazards, apart from overcrowding where they presented a significant risk of harm.
- Social Landlords were required to investigate potential emergency hazards and, if confirmed, undertake relevant safety work within 24 hours to make the property safe.
- Potential significant hazards were required to be investigated within 10 working days.
- Tenants would receive a written summary of findings within 3 working days of an investigation concluding.
- If a significant hazard was identified, safety work would begin within 5 days, and further follow on works must have started within 12 weeks of the hazard being made safe.
- Implementation had taken place during a period of high demand, particularly due to increased reporting and seasonal cold weather.
- The Council's approach focused on identifying root causes of issues through a range of repair responses, ensuring properties were made safe and enabling resources to be targeted effectively to meet legislative requirements. It was noted that processes, governance and oversight arrangements had been adapted to support delivery.
- Performance data indicated that 90% of emergency damp and mould cases had been responded to within the 24 hour timeframe. A revised approach aimed to ensure cases were assessed and reported within 3 days.
- Members were advised that a dedicated damp and mould team had been established, supported by additional budget growth of £170k to

recruit cleaning staff to address immediate risks.

- The revised process, implemented from October 2025, required tenants to report issues online or via telephone where necessary. All reports were assessed to identify root causes and consider tenant vulnerabilities, supported by a vulnerability matrix. Cases were categorised as emergency or significant hazards, with required response times applied accordingly. It was confirmed that properties were made safe within 24 hours where required, and that temporary accommodation could be offered, although this had not been required to date.
- Demand had increased significantly beyond initial expectations. The phased approach had supported prioritisation of emergency hazards and enabled capacity to be built. Additional funding had been directed towards contractors and resources to support compliance, with a hybrid delivery model in place combining internal teams and external contractors.
- Improvements to communication processes were outlined, including work to support tenants in preventing damp and mould and to improve access and engagement. Joint working across housing, social care and other services was taking place to ensure risks were understood and managed effectively.
- Ongoing work included reviewing processes to ensure compliance, regular reporting to the senior management team, and engagement with the Tenant Scrutiny Panel. Training and e-learning programmes had also been introduced to improve staff understanding of damp and mould risks.
- Progress since October 2025 had supported delivery of initial requirements and positioned the Council to meet future phases, with a continued commitment to improvement in response to demand and resource pressures.

In discussions with Members, the following was noted:

- Demand had increased and this may reflect previous under reporting of damp and mould issues. Information was available via the Council website outlining how tenants could report issues, supported by ongoing engagement, involvement of the Tenant Scrutiny Panel, and the development of literature to improve awareness and prevention.
- It was noted that a proportion of reported cases related to condensation rather than structural damp, although these still required investigation and resource to address within the required timescales, with additional work undertaken to address non-structural contributing factors.
- The challenges associated with damp and mould were highlighted, including the impact of overcrowding and limited ventilation within properties. While tenant behaviour could not be relied upon from a regulatory perspective, there remained a need to support and educate residents on preventative measures, particularly in the context of cost-of-living pressures.
- Concerns were raised regarding the potential long-term impact of

external wall insulation and the importance of adequate ventilation. It was noted that the most severe cases represented a small proportion of overall reports, with approximately 1% identified as high level cases, and that no cases had required alternative accommodation to date.

- It was confirmed that medical needs, including those linked to damp and mould, were taken into account within housing priority banding, and that in severe cases tenants could be decanted and supported to move where necessary. It was also noted that overcrowding remained a significant factor in housing demand, and that assessments considered what was reasonable within the context of household circumstances.
- It was queried whether the requirements of Awaab's Law would extend to private with implementation for the private sector anticipated around 2027.
- Concerns were raised regarding specific property types and areas with known ventilation issues, including whether there was a proactive approach to identifying and addressing these, and whether sufficient interventions such as dehumidifiers were being provided where required. It was reported that approximately 3400 property inspections had been completed, enabling identification of property types more prone to damp and mould and supporting targeted planned maintenance programmes.
- It was noted that specialist treatments, including spray systems such as TIC Mould Control designed to eliminate mould spores, were being used and had shown positive results in preventing recurrence.
- It was highlighted that damp and mould cases could take time to resolve, often requiring multiple visits to accurately diagnose and treat the issue, and that cases remained open until fully resolved.

AGREED:

- 1) That the Commission note the report.
- 2) Information would be shared with Members to support wider communication on damp and mould issues.

88. HEALTH AND SAFETY IN LCC PROPERTIES REPORT

The Director of Housing submitted a report outlining the Council's strategic approach and operational performance regarding health and safety (H&S) compliance across housing stock.

Key points included:

- This was the first comprehensive oversight on housing stock and steps were taken to ensure residents were safe and that health and safety was the highest priority.
- The reports were based on Key Performance Indicators (KPI)
- There was a compliance framework designed to mitigate risk.
- All performance issues went through scrutiny and tenants' scrutiny.
- There was a requirement to maintain accurate records.

- Evidence was collected on people-centric metrics, and evidence was provided every month on meeting outcomes.
- It was aimed to demonstrate 100% compliance across the stock.
- Gas risk was the highest, so 100% compliance was needed.
- During checks, a full service of boilers and heating systems was completed.
- Engineers checked smoke and carbon monoxide alarms.
- Risks such as leaks were undertaken to ensure properties were safe.
- Performance figures were set out in the report.
- In terms of next steps, there was an operational strain around access since people were often not home for appointments. Tenancy engagement was being conducted for hard-to-access cases.
- In terms of compliance, proactive communications were being conducted with tenants, and an access strategy was being undertaken. It was being looked at how tenants could be supported to help them understand safety.
- Regarding electrical safety, since April 2024, it had been mandatory for Local Authorities to carry out a five-year cyclical testing programme known as the EICR that identified faults, fixes and compliance. Critical repairs had been undertaken. In terms of assurance, the EICR programme had been implemented with an aim to reach 100% compliance by 2028.
- Communal space compliance was at 99%
- Over 2900 rewires had been undertaken over a five-year period.
- Minor work certificates had been issued.
- 99.8% of immediate danger reports had been done within the timescale.
- Additional budget had been allocated in 2025/26 to help establish a dedicated electrical safety team.
- There was a national shortage of electricians. There was a mixed delivery model of in-house and contractors to meet needs and the service was working to be fully compliant by 2028.
- All communal spaces had been inspected. All surveys had been completed and an annual re-inspection programme had been started which implemented the risk model. The Tenants' Scrutiny Panel would be reported to on this.
- Surveys were carried out regarding the ongoing management of asbestos.
- Fire Safety was managed based on risk and the information needed for this was all in place. Policies were in place on how properties were managed.
- All blocks had inspections on communal spaces, the frequency of this was based on risk.
- Fire risk assessments were carried out and Leicestershire Fire and Rescue were worked with. The Council had never required enforcement action to be taken against it.
- In terms of water hygiene, a legionella risk assessment of communal

water tanks was conducted. There were only 36 water tanks in council stock, mostly in sheltered housing, and all of these were 100% compliant. Most housing stock was mains-fed. All required properties had legionella risk assessments.

- Passenger lifts had annual inspections, and lifts that saw a lot of use were serviced every month.

In discussions with Members, the following was noted:

- With regard to a query about learning from other Councils on access issues, it was noted that other councils had been worked with in terms of communicating and educating. In the last six months, the access rate had improved. It was acknowledged that tenants often had other priorities, and they were worked with on this. Reminders were sent and they were checked on. The overall access strategy could help the division to engage with tenants to ascertain where they needed further support. Support workers were in place with Adult Social Care teams and there was also an income management team. Work was done to triangulate information across repairs and compliance checks and to get a strategy in place going forward. Getting access at the same time for all checks was being worked towards.
- In response to a point raised about lifts being out of actions, it was noted that a condition survey had been done on all lifts, with information on breakdowns to inform the renewals programme to see where lifts were coming to the end of their economic life and needed to be replaced. Officers could be contacted directly with regard to individual cases. A lift repair company had been procured through Estates and Buildings Services who had a response time of two hours for entrapments.
- With regard to a query about management structure, it was noted that Heads of Services were very busy and recruitment was under way to replace one who had recently left. It was necessary to look at the structure that had been set up in terms of additional responsibilities. There would be a repairs lead, technical lead and compliance lead and the division were also recruiting for an additional post to increase the capacity of the Senior Management Team. A business case was being put together to get a specialist on Housing delivery.
- In terms of risks not covered by the EICR, there was a Head of Service for tenancy who was doing communications on safety, including for electrical equipment. Work was done with the fire service, and if a trend in risks was identified, they would contact the council.
- The team were commended for taking their work seriously.

AGREED:

- 1) That the report be noted.
- 2) That comments made by members of this commission to be taken into account.

89. WORK PROGRAMME

It was suggested that regular updates come to commission regarding the Housing Regulator.

The work programme was noted.

90. ANY OTHER URGENT BUSINESS

There being no further items of urgent business, the meeting finished at 19:07.

SCRUTINY COMMITTEES: TERMS OF REFERENCE

INTRODUCTION

Scrutiny Committees hold the Executive and partners to account by reviewing and scrutinising policy and practices. Scrutiny Committees will have regard to the Political Conventions and the Scrutiny Operating Protocols and Handbook in fulfilling their work.

The Overview Select Committee and each Scrutiny Commission will perform the role as set out in Article 8 of the Constitution in relation to the functions set out in its Terms of Reference.

Scrutiny Committees may:

- i. review and scrutinise the decisions made by and performance of the City Mayor, Executive, Committees and Council officers both in relation to individual decisions and over time.
- ii. develop policy, generate ideas, review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas.
- iii. question the City Mayor, members of the Executive, committees and Directors about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to their initiatives or projects.
- iv. make recommendations to the City Mayor, Executive, committees and the Council arising from the outcome of the scrutiny process.
- v. review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Scrutiny Committee and local people about their activities and performance; and
- vi. question and gather evidence from any person (with their consent). •

Annual report: The Overview Select Committee will report annually to Full Council on its work and make recommendations for future work programmes and amended working methods if appropriate. Scrutiny Commissions / committees will report from time to time as appropriate to Council.

The Scrutiny Committees which have currently been established by the Council in accordance with Article 8 of the Constitution are:

- Overview Select Committee (OSC)
- Adult Social Care Scrutiny Commission
- Children, Young People and Education Scrutiny Commission (which also sits as the statutory Education Committee)

- Culture and Neighbourhoods Scrutiny Commission
- Economic Development, Transport and Climate Emergency Scrutiny Commission
- Housing Scrutiny Commission
- Public Health and Health Integration Scrutiny Commission

The key work areas covered by each Scrutiny Commission are to be found here <https://www.leicester.gov.uk/your-council/decisions-meetings-and-minutes/overviewand-scrutiny>

SCRUTINY COMMITTEE: OVERVIEW SELECT COMMITTEE

The Overview Select Committee **will:**

- Scrutinise the work of the City Mayor and Deputy City Mayors and areas of the Council's work overseen by them.
- Consider cross cutting issues such as monitoring of petitions
- Consider cross-cutting issues which span across Executive portfolios.
- Manage the work of Scrutiny Commissions where the proposed work is considered to have impact on more than one portfolio.
- Consider work which would normally be considered by a Scrutiny Commission but cannot be considered in time due to scheduling issues.
- Report annually to Council.
- Be responsible for overseeing the work of scrutiny and the commissions and to refer certain matters to particular commissions as appropriate.

SCRUTINY COMMISSIONS

Scrutiny Commissions **will:**

- Normally undertake overview of Executive work, reviewing items for Executive decision where it chooses.
- Engage in policy development within its remit.
- Normally be attended by the relevant Executive Member(s), who will be a standing invitee.
- Have their own work programme and may make recommendations to the Executive on work areas where appropriate.
- Consider requests by the Executive to carry forward items of work and report to the Executive as appropriate.
- Report on their work to Council from time to time as required.
- Be classed as specific Scrutiny Committees in terms of legislation but will refer cross cutting work to the OSC.

Housing Scrutiny Commission Introduction to Housing

July 2026

Director of Housing



Housing

The overall aim of Leicester City Council's Housing Division is to provide a decent home within the reach of every citizen of Leicester. Under this aim the priorities for the HRA budget are:

- Providing Decent Homes
- Making our communities and neighbourhoods places where people want to live and keeping in touch with our tenants
- Making Leicester a low carbon city by improving the energy efficiency of homes
- Providing appropriate housing to match people's changing needs
- Making Leicester a place to do business by creating jobs and supporting the local economy

Housing Development

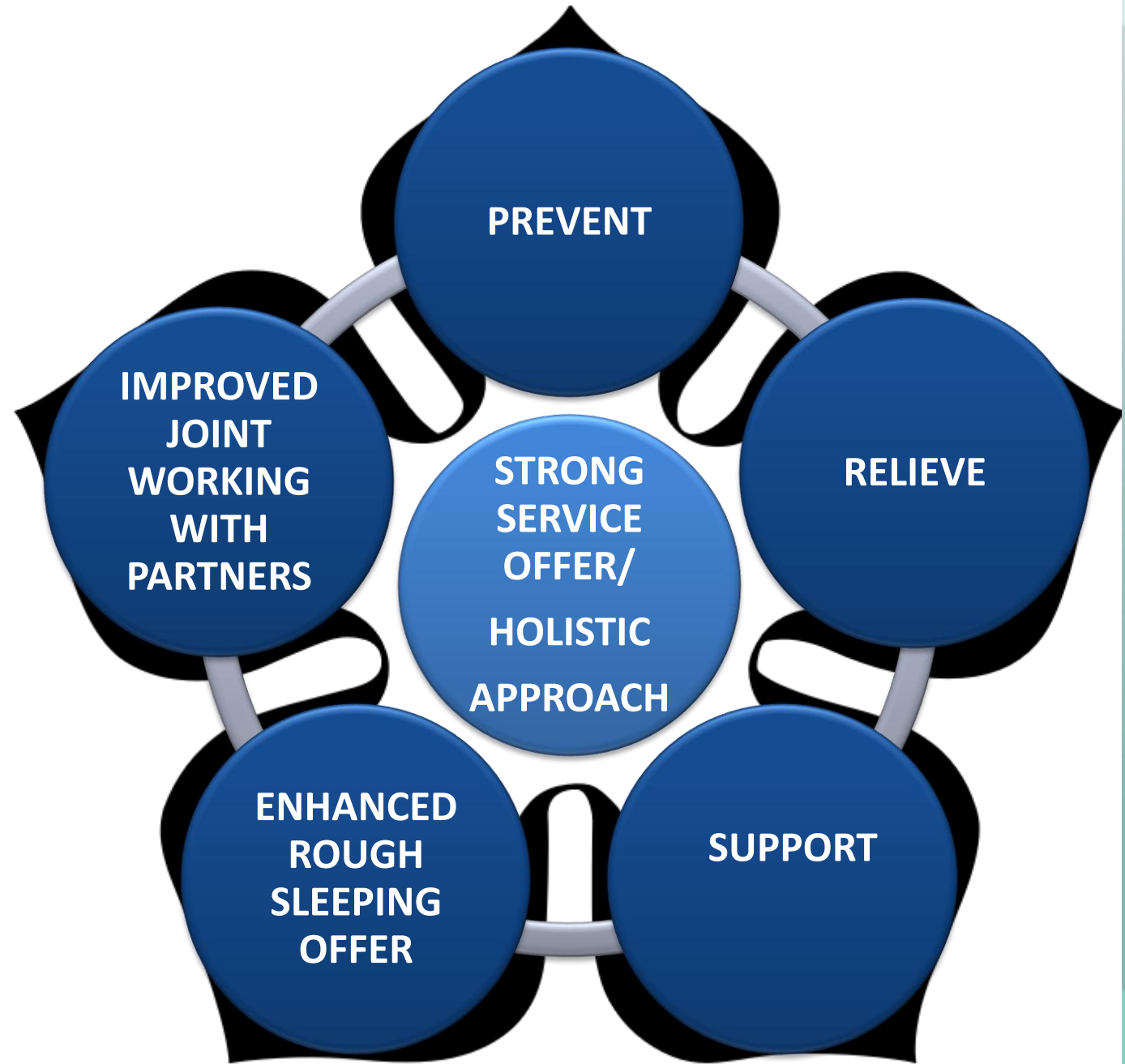
17



- HEDNA identified need for 786 additional new homes per year
- Loss of 300 homes RTB per year
- 6800 on waiting list
- Development of new Council Housing
- Over 1100 Council Homes delivered over last term
- Ongoing delivery of 1,500 new build and acquisitions

Homelessness Services

- Service Objective - to continue to deliver strong, effective homelessness functions to prevent, relieve and support the most vulnerable households facing homelessness.
- Commitment to work towards ending rough sleeping with a strong service offer and strategy over the next 3 years, supported by a successful bid of £2.3m.



Investing in Council Housing

- Investment into Council Housing through the capital programme every year
- 90,000 repair jobs completed annually
- Over 800 Void properties brought up to the 'decent home standard' every year
- Major refurbishment programme
- Environmental and communal works
- £4m invested in Public Realm Improvement Programme
- Estate improvements



Housing Senior Management Team

Contacts and Key Responsibility Areas



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- Capital Investment
- New House Building and Acquisitions
- Home Improvement Team
- Housing Development
- Building Services
- Quality Control

- Districts – East
- Districts – West
- Districts – South
- Gypsy & Travellers Site Managements
- STAR (HRA)
- STAR (AMAL)

- Housing Registration & Allocations
- Property Lettings & Leicester Home Choice
- Private Rented Sector
- Fleet – Transport (Maintenance)
- Corporate Fleet
- Empty Homes
- Asylum

- Families Homelessness Housing Options
- Single Homelessness & Housing Options
- Rough Sleeping & Outreach

- Income Management Team
- Housing Administration
- Housing Transformation Team
- Programme Management – HTP/NEC
- Training Centre of Excellence, Apprentices, NIO Scheme

- Voids
- Housing Repairs & Maintenance
- Gas
- Electrical
- Stores (including DCI team)
- Housing Health and Safety
- Damp and Mould

Adaptations
Housing Register
Fleet maintenance
Ukraine refugee support
Repairs and maintenance
Property lettings
Rent collection
Leaseholder management
Homeless services
Fire safety
Gypsy and traveller site management
Tenancy management
Tackling ASB
Sheltered housing
Void repairs
Tenant involvement
Tenancy support
Passenger transport service
Housing advice
Temporary accommodation
New build and acquisitions
Support for rough sleepers
Private rented sector advice
Building safety
Private rented sector advice
Environmental improvements
Homelessness Strategy
Private Rented Sector Strategy
Tenancy Strategy
Overcrowding Strategy
Adaptations Strategy

Rent Arrears Report

April 2025 to March 2026

Lead Member Briefing: 1st June 2026

HEN Board: 16th June 2026

Housing Scrutiny Commission: 9th July 2026

Lead Member: Cllr Elly Cutkelvin

Lead Director: Chris Burgin

Useful information

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- Report version number: v1.3.

1. PURPOSE OF REPORT

- 1.1 To inform the Members of the Scrutiny Commission on the rent arrears progress within the general housing stock, over the full financial year, from April 2025 to March 2026.

2. RECOMMENDATIONS

- 2.1 The report is for information and Members are asked to note the contents of the report.

3. SUMMARY

- 3.1 As of the financial year ending 31 March 2026, the total outstanding current tenant rent arrears for general housing stock stood at **£1.571M**. This represents a significant **8% reduction** compared to the same period in the previous financial year. Despite the national trend of collection challenges, driven by the ongoing impact of the cost-of-living crisis on tenant households, the team delivered an outstanding performance. Through proactive management and a focus on tenancy sustainment, the team effectively prevented arrears from escalating to unmanageable levels, maintaining stability despite sustained economic pressures. (Detailed data is available in sections 4.1 to 4.4 and Tables 1 & 2).
- 3.2 The rent collection rate for the period of April 2025 to March 2026 reached **98.96%**. This 52-week rolling performance underscores the team's efforts to maximise income collection while supporting residents through a challenging financial landscape.
- 3.3 For the 2025/26 financial year, the team received no allocation for Discretionary Housing Payments (DHP) to support rent arrears. Further context on this can be found in sections 4.35.
- 3.4 The team successfully administered **£946,428.81** in Household Support Fund (HSF) awards to assist tenants impacted by the cost-of-living crisis. A total of **1,542** households benefited from this scheme. Despite a reduction in overall funding compared to the previous year, the team's efficient processing and targeted outreach allowed them to support **9% more** households than in the prior period. The strategic distribution of HSF funding has been instrumental in the team's ability to safeguard tenancies, a critical objective that runs alongside the necessity of securing the income required to maintain essential housing services.

- 3.5 A further **2,198** tenants which is **12%** of all Council tenants were supported with Utilities. Like the Household support fund for rent support, this support was offered through the same HSF funding stream. (See 4.36 to 4.39, Table 10).
- 3.6 At the conclusion of the 2025/26 financial year, the total value of the top 500 arrears cases saw a substantial **decrease of 22%** compared to the previous year. This reduction reflects a targeted and effective approach to managing high-level debt and stabilising the most significant arrears positions within the portfolio. Further detailed analysis and supporting data can be found in sections 4.14 to 4.16 and Tables 7 and 8.
- 3.7 The transition toward Universal Credit (UC) continues to be a primary factor in the income management landscape. By 31 March 2026, the number of council tenants **claiming UC** reached **10,482**, representing **57%** of the total tenant population. In contrast, only **17%** of tenants remain in receipt of **Housing Benefit**. At year end, **49%** of all tenants claiming Universal Credit were in rent arrears. The high proportion of UC claimants in arrears underscores the ongoing challenges associated with welfare reform and the necessity for continued proactive support to ensure tenancy sustainability. For a full breakdown of these figures, refer to sections 4.20 to 4.25 and Table 9.
- 3.8 Throughout the year, the Rent Management Advisors (RMA) received **982 referrals**, a **12% decrease** compared to the previous year. Notably, 76% of these households were identified as having at least one vulnerability. The RMA team remains critical to tenancy sustainment, consistently receiving high praise from tenants for their dedicated support in navigating welfare benefit claims. (See sections 4.26 to 4.34)
- 3.9 The team has maintained its commitment to tenancy sustainment, resulting in some of the lowest eviction rates nationally. In the 2025/26 financial year, only **5 evictions** were conducted for non-payment of rent, of which 4 involved single-person households and 1 family were evicted during this period. This figure remains consistent with previous years, compared to 4 evictions in 2024/25 and 7 in 2023/24. Since April 2025, **90 cases** were submitted to court for rental possession, averaging approximately eight cases per month. This is a slight increase from 81 submissions in 2023/24 but remains significantly lower than pre-pandemic levels. Current figures represent a **90% annual reduction** in possession actions compared to the pre-Covid average of approximately 80 cases per month. These statistics, when viewed alongside high income collection rates, demonstrate the team's outstanding performance in balancing financial recovery with socially responsible enforcement. (Refer to sections 4.40 to 4.42 for further details).

4. REPORT

Current Tenant Rent Arrears

4.1 Current Rent Arrears at the end of each quarter for the financial year 2025/26:

Table 1. Quarterly Arrears

Period	Arrears at Quarter End
Quarter 1	£2,374,725
Quarter 2	£2,865,766
Quarter 3	£1,469,166
Quarter 4	£1,571,299

Comparison of year-end figures over the last four years:

Table 2. Financial Year End Figures

Period	Arrears at Financial Year End
2022/23	£1,724,846
2023/24	£1,974,282
2024/25	£1,704,319
2025/26	£1,571,299

- 4.2 Table 1 shows the cash amount owing at the end of each quarter in the last financial year. The arrears were higher at the start of the year and decreasing towards year-end which historically, are normal patterns and trends that are seen.
- 4.3 Table 2 shows the cash amount owing at week ending **31st March 2026**. The total arrears were **£1.571m**, which is over **8% lower** compared to the same point in the previous financial year. This figure does not represent non-dwelling properties.
- 4.4 The proportion of rent collected between April and March 2026 was **98.96%**. The figure reflects a rolling 52-week performance and demonstrates the hard work and tremendous efforts made by the team in maximising rent collection. The rent collection figures for Leicester remains excellent in comparison with other authorities with only **40%** of our current tenants in rent arrears.

Operational Performance and Strategic Interventions

- 4.5 The team successfully administered **£946,428** in Household Support Fund (HSF) awards to mitigate the impact of the cost-of-living crisis on vulnerable residents. This initiative provided essential support to **1,542 tenancies**, with a strategic focus on high-priority demographic groups:
- **Families:** 613 households with children benefited from the funding
 - **Disability & Age:** Support was extended to 198 households with disabilities and 37 pensioner households.

- **Vulnerability:** The remaining 694 awards supported households with identified complex vulnerabilities.
- 4.6 The team utilised a multi-channel communication strategy to maximise rent collection and provide proactive support. Annual contact volumes (excluding automated system communications) include:
- **Telephony:** 30,348 inbound and outbound calls were managed, averaging 119 telephone contacts per working day.
 - **Digital Outreach:** A total of 7,500 targeted text messages were sent to facilitate payment and support discussions.
 - **Email Correspondence:** The team processed **24,115 emails** (14,977 sent; 9,138 received), averaging **95 emails per working day**.
 - **Direct Mail:** 23,444 bespoke letters were issued, averaging **93 per working day**; ranging from payment reminders to formal legal notifications.
 - **Field Engagement:** Officers completed 786 home visits to support tenants in their own environments.
- 4.7 In collaboration with the IT department, significant enhancements were made to the **Housing Online system**. These updates empower tenants by providing:
- **Service Charge Transparency:** Real-time access to service charge breakdowns, enabling tenants to provide accurate documentation to the DWP for timely Universal Credit processing.
 - **Comprehensive Account Oversight:** Enhanced visibility of sub-account balances, including warden and alarm charges.
- 4.8 The team prioritised integrated working to resolve complex cases and address barriers to payment:
- **Energy Advocacy:** Tenants were referred to **National Energy Action (NEA)** for specialised support with energy debt negotiation, Priority Services Register enrolment, and long-term efficiency advice.
 - **Internal Collaboration:** Regular collaboration with Tenancy and Repairs Management ensured that complex arrears cases were reviewed alongside repair issues or management concerns that might impact rent payments.
 - **Multi-Agency Welfare Strategies:** For non-engagement cases, the team utilised cross-agency strategies, including police welfare checks and cross-referencing with Social Care, health services, and HM Prison Service to locate and support "hard-to-reach" tenants.
- 4.9 To ensure continued service excellence within a remote-working framework, the following measures remained in place:
- **Complex Case Reviews:** Management and Team Leaders held frequent reviews of high-level arrears (exceeding £1,500) to develop robust action plans and maintain oversight of significant debt.
 - **Productivity Oversight:** A sustained emphasis on performance management ensured that output and productivity remained consistent and high throughout the year.

Number of Cases

4.10 The number of current tenants with rent arrears owing 7 weeks or more net rent is shown in tables 3 & 4 below.

Table 3. Breakdown of Arrears Cases by Quarter end 2025/26

Period	Owing 7 Weeks or more Net
Quarter 1	690
Quarter 2	735
Quarter 3	407
Quarter 4	285

Where no net rent is payable (i.e. on full benefit), full rent used as a default value to calculate number of weeks owing)

Table 4. Breakdown of Arrears Cases by Year End

Period	Owing 7 Weeks or more Net
2022/23	968
2023/24	862
2024/25	477
2025/26	285

4.11 The number of cases in arrears owing 7 weeks or more net rent, **decreased by 40%** over the previous year end figure. The 7-week arrears include lower amounts of net rent, so this is not a true reflection of the serious debt cases.

Average Arrears Per Debtor

4.12 The total arrears divided by the total number of tenants in rent arrears at the specified intervals are shown in tables 5 & 6 below:

Table 5. Average Arrears per Debtor by Quarter End 2025/26

Period	Average Arrears
Quarter 1	£233.96
Quarter 2	£260.05
Quarter 3	£252.35
Quarter 4	£214.98

Table 6. Average Arrears per Debtor by Financial Year End

Period	Average Arrears
2022/23	£246.94
2023/24	£273.79
2024/25	£226.01
2025/26	£214.98

4.13 Table 5 shows the average arrears fluctuated at each quarter end and Table 6 demonstrates, by year end they were lower by 5% compared to the previous year end which correlates with the decrease in the value of the rent arrears.

Top 500 Arrears Cases (by value)

4.14 Table 7 & 8 (below) shows the top 500 accounts with the highest arrears and total value of arrears at the end of each quarter and year end regardless of tenants' payment methods.

Table 7. Top 500 Arrears Cases by Quarter End

Quarter End	Highest Case	Lowest Case	Average	Total Value
Quarter 1	£4,056	£712	£1,082	£541,249
Quarter 2	£5,488	£753	£1,160	£580,178
Quarter 3	£5,293	£612	£1,020	£510,118
Quarter 4	£4,975	£533	£849	£424,598

Table 8. Top 500 Arrears Cases by Year End

Period	Highest Case	Lowest Case	Average	Total Value
2022/23	£3,009	£650	£930	£464,865
2023/24	£5,889	£717	£1,101	£550,651
2024/25	£3,787	£582	£882	£440,904
2025/26	£4,975	£533	£849	£424,598

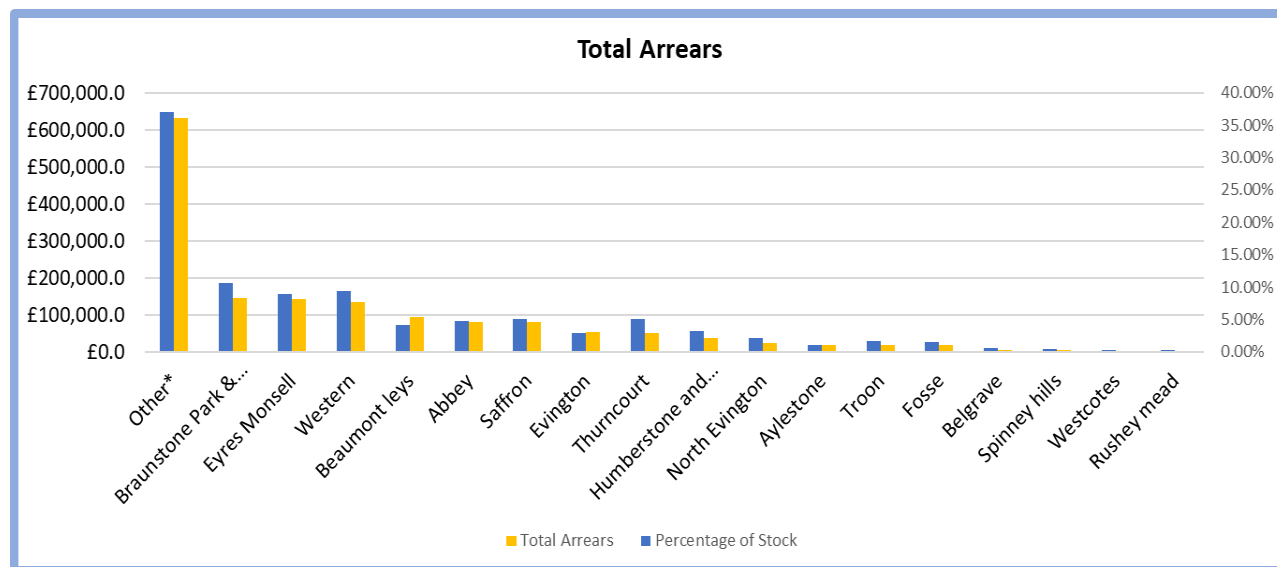
4.15 Table 7 shows that the total value of top arrears cases **decreased by 22%** at year end when compared to quarter 1. The total value figures within this table have been relatively stable throughout the year.

4.16 Table 8 shows the total value of the top 500 cases at year-end 2025/26 was **lower by over 4%** when compared to the same point in the previous year.

Arrears by Ward

4.17 The graphs presented below show the total arrears and average arrears by ward at end of financial year 2025/26.

Graph 1. Total Arrears by Ward



(*Other includes Castle, Knighton, Stoneygate and Wycliffe)

4.18 The graph above illustrates the Total Arrears (yellow bars) and the Percentage of Housing Stock (blue bars) distributed across various wards in Leicester.

Graph Overview

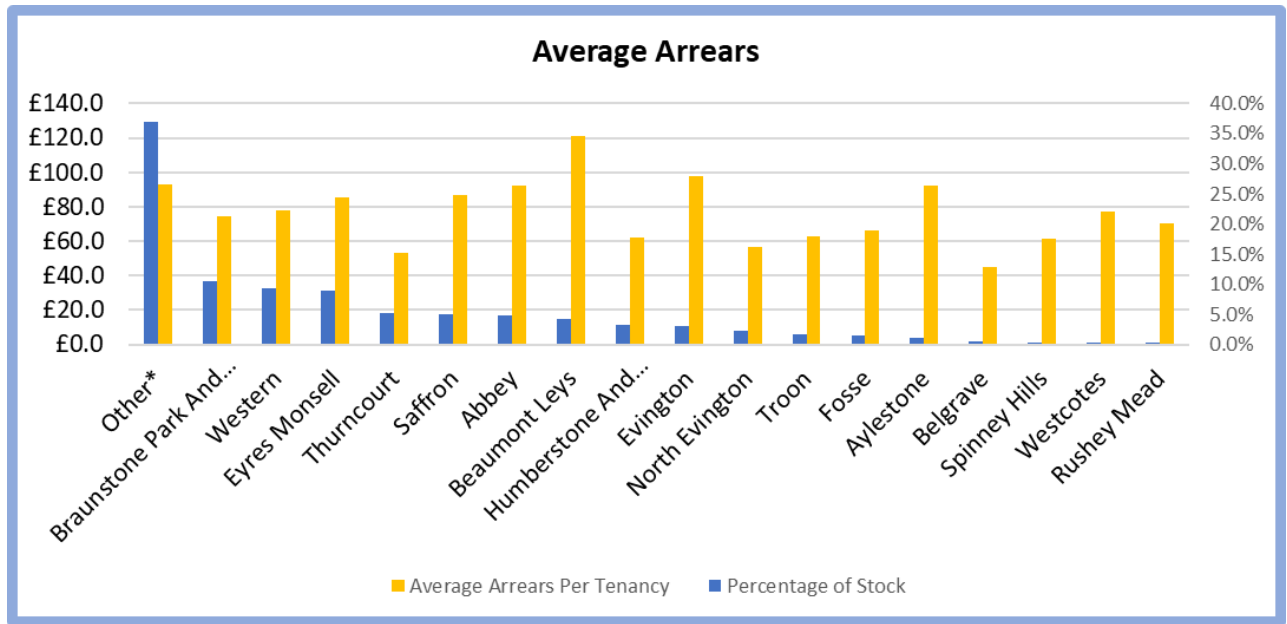
The "Other*" category represents the largest volume of arrears, followed closely by Braunstone Park & Rowley Fields, Western, and Eyres Monsell.

In most wards, there is a direct correlation between the amount of stock and the total debt. However, in areas like Braunstone Park and Western, the yellow bars (arrears) are significantly high relative to other wards, indicating a deeper concentration of financial hardship in these specific communities.

Wards like Rushey Mead, Westcotes, and Spinney Hills show minimal arrears, likely due to a lower percentage of council-managed stock in those specific locations.

Arrears in these wards are rarely static; they fluctuate based on several localised and national economic drivers. These include benefit and Universal Credit changes and transitions, Cost of living and inflationary shocks.

Graph 2. Total Average Arrears by Ward



(*Other includes Castle, Knighton, Stoneygate and Wycliffe)

4.19 This second graph shifts the focus from the total debt to the Average Arrears Per Tenancy (yellow bars) compared to the Percentage of Stock (blue bars). This is a critical metric because it reveals where the financial pressure is most intense on an individual household level, regardless of how many houses are in that ward.

Graph Overview:

While Beaumont Leys has a relatively small percentage of the city’s total housing stock (approx. 5%), it has the highest average arrears per tenancy, peaking at roughly £120. This suggests that while there are fewer tenants here than in Braunstone, those who are in debt owe significantly more on average.

As you move toward the right of the chart (wards like Aylestone, Westcotes, and Rushey Mead), the percentage of stock drops to nearly zero, yet the average arrears remain high (often between £70–£90). This indicates that in wards with very little social housing, the few tenants who do live there are experiencing high levels of financial strain.

Wards like Thurncourt and Belgrave show much lower average arrears (approx. £40–£50), suggesting that residents in these specific pockets are currently managing the cost-of-living increases more effectively or are benefiting from localised support.

Universal Credit & Rent Management Advisor Support

4.20 Table 9 (below) provides information about Council tenants claiming Universal credit from the Department of Works and Pensions (DWP).

Table 9. Universal Credit Key Performance Indicators

Quarter End	Number of UC Cases	% UC Cases in Arrears before UC Started	% UC Cases in Arrears at Quarter End	Total Value of Arrears	Average Arrears per Debtor	No. of APA's*
Quarter 1	9,855	53%	65%	£1,638,056	£254	6,022
Quarter 2	10,257	52%	70%	£2,030,317	£281	6,313
Quarter 3	10,455	52%	41%	£1,066,716	£250	6,466
Quarter 4	10,482	51%	49%	£1,123,605	£220	6,511

*APA = Alternative Payment Arrangements are when the DWP pay the housing Costs directly to the Council from the tenants Universal Credit Housing costs entitlement

4.21 By the end of the **2025/26 financial year**, the number of council tenants claiming Universal Credit (UC) reached **10,482**, representing **57%** of the total tenant population. In contrast, only **17%** of tenants remain in receipt of traditional Housing Benefit.

It is important to note that UC is paid a month in arrears. This payment structure frequently results in "technical" or "virtual" arrears appearing on rent accounts until the scheduled payment is processed and credited.

4.22 Analysis shows that a significant majority of tenants already held pre-existing arrears prior to moving onto Universal Credit. This is a recurring trend during the transition between benefit systems, as gaps in payment cycles often occur while new claims are processed. Furthermore, tenant non-compliance with DWP requirements can exacerbate these arrears, particularly as the backdating of UC is only permitted under exceptional circumstances.

4.23 At year-end, **6,511 tenants** had successful Alternative Payment Arrangements (APAs) in place. The remaining UC claimants consist of those:

- Awaiting an initial UC award or first payment.
- Paying the Council directly via other methods.
- Awaiting APA approval.

These administrative delays contribute significantly to the "technical arrears" mentioned above, impacting the overall arrears figures cited earlier in this report.

4.24 The Income Management Team continues to work closely with the Department for Work and Pensions (DWP) and local Job Centre Plus Work Coaches to mitigate the impact of UC on rent debt.

- **Escalation:** Complex cases or systemic issues are escalated directly to DWP Partnership Managers for resolution.
- **Direct Support:** We maintain an appointment-based service at the Job Centre Plus to provide immediate support for tenants with urgent or complex benefit claims.

- 4.25 The Council's 'Trusted Partner' status provides the team with direct access to the **Landlord Portal**. This integrated IT system allows the team to:
- **Verify Housing Costs:** Accelerate the verification process to prevent delays in claim assessments.
 - **Streamline APAs:** Directly apply for Alternative Payment Arrangements for vulnerable tenants who may struggle to manage their rent payments or arrears independently.

The Rent Management Advisors

- 4.26 The teams **8 Rent Management Advisors (RMA)** are responsible for supporting our most vulnerable tenants, or those with complex needs with claiming and maintaining Universal Credit claims. They have been helping tenants set up e-mail accounts, supporting people to make and manage their UC claims, supporting tenants with backdated payments and reconsideration of welfare benefits and encouraging people to consider digital learning courses. Additionally, they are regularly conducting research and sharing information within the team so we can respond to tenants needs and provide the most appropriate advice.
- 4.27 The RMAs received **982 referrals**, representing a 16% decrease compared to the same period last year. Notably, **76%** of these referrals included an **identified vulnerability** disclosed by the tenant. Of the total received, **936 (95%) were accepted**, while **46 (5%) were declined** for not meeting the support criteria. To date, **727 cases have been closed** following the completion of support; of these, **13% were closed due to non-engagement**. The current active caseload stands at 206.
- 4.28 Support is categorised into two tiers: 'Short-Term' (up to two months) and 'Long-Term' (up to six months). Of the **727 closed cases, 77% required short-term assistance**, primarily for benefit claims or basic budgeting, while the remaining **23% received long-term support**. This longer-term intervention focused on ongoing claim management and applications for additional elements, such as Limited Capability for Work-Related Activity (LCWRA).
- 4.29 The average time for referral allocation and initial tenant contact was **two working days** respectively. These figures indicate that the current waiting list process is functioning effectively, allowing the team to manage workloads without significant delays.
- 4.30 Accepted referrals (936) were categorised by risk:
- **High (18%):** Immediate risk of homelessness/eviction.
 - **Medium (61%):** Risk of court possession proceedings.
 - **Low (21%):** Low-level arrears with no legal action.

- 4.31 Legal action is strictly a last resort, initiated only after all tenancy sustainment options are exhausted. Of the 727 cases closed this year, **82% were successfully supported to remain in their homes**. Formal action was required in only 18% of cases, typically due to non-engagement or the refusal of support. For active and ongoing eviction cases, RMAs maintain persistent engagement efforts until a final resolution is reached.
- 4.32 The RMA team provides comprehensive support for welfare benefits, council tax reduction and council tax discretionary payments, Household Support fund and mandatory reconsiderations. Over the past 12 months, the team secured **£259,000** for 867 households. This figure includes backdated payments and projected 12-month entitlements for disability benefits. Notably, while the team achieves significant results, the timeline for these outcomes is often impacted by external delays in DWP reconsiderations and appeals.
- 4.33 Targeted RMA intervention directly resulted in a **£524,000 reduction** in total rent arrears. This impact is calculated by comparing the arrears balance at the point of case opening against the balance at closure, demonstrating the clear financial value of proactive intervention.
- 4.34 To measure long-term impact, RMAs track "Soft Outcomes" via a confidence scoring system (1–5). This measures a tenant's ability to manage future claims independently. Of the 727 closed cases, **77% of tenants reported a marked improvement** in confidence. The remaining **23%** represents those who **felt no change or did not engage** with the assessment process.

Discretionary Housing Payment (DHP)

- 4.35 For the 2025/26 financial year, the team received no allocation for Discretionary Housing Payments (DHP) to support rent arrears. To mitigate the impact of this funding gap on vulnerable tenancies, the Income Management Team proactively pivoted to utilise the Household Support Fund (HSF). By strategically deploying these funds, the team was able to provide essential financial interventions for tenants at risk of possession proceedings, effectively bridging the shortfall left by the absence of DHP and maintaining our commitment to homelessness prevention.

Household Support Fund (HSF)

- 4.36 The Household Support Fund (HSF) was a multi-billion-pound emergency grant program delivered by local authorities in England. It was designed to provide a flexible "safety net" for households struggling with the rising cost of living. The HSF was launched in **October 2021**. The primary goal was immediate Crisis Support, this included paying utility arrears, providing supermarket vouchers, or direct cash transfers. Over time, the HSF evolved to include **Preventative Support**, helping with housing costs in "exceptional circumstances" where existing support (like Housing Benefit or DHPs) was insufficient.
- 4.37 This year the Crisis support focussed on supporting people primarily with utilities. Over the year a **total of 2,198** tenants were supported which equates to **12% of all**

council tenants. Tenants who did not qualify for HSF support were provided with advice on HB/UC and council tax which in total was 577 tenants. (see table below)

Table 10. Household Support Fund

Description of Assistance Provided	Number of Households	Percentage of tenants supported
Utilities	2198	12%
HB / UC advice offered	179	1%
Council Tax advice offered	398	2%

4.38 **The Household Support Fund** served as a vital lifeline for tenants experiencing acute financial hardship, particularly those ineligible for traditional support such as Discretionary Housing Payments (DHP), Housing Benefit, or Universal Credit. In a decisive response to the cost-of-living crisis, the team successfully allocated **£946,428** in housing cost support. This targeted intervention directly stabilised **1,542 tenancies**, providing a critical safety net for vulnerable households who otherwise lacked access to financial assistance.

The distribution of support across the assisted group was categorised as follows:

- **86%** related to rent arrears exclusively.
- **4%** addressed fixed District Heating debts.
- **10%** covered combined rent arrears and other essential service charges.

Notably, **over 55%** of these tenancies had reached critical legal stages, including the service of legal notices or pending court and eviction dates. Due to the timely intervention of the HSF and the team’s mediation, **all pending legal activity for these cases was successfully aborted**, significantly reducing the risk of homelessness across the Council.

4.39 Through comprehensive Income and Expenditure assessments, the team identified clear patterns affecting this cohort. The primary drivers of debt were identified as low income, unemployment due to long-term ill health, and complex debts compounded by significant mental health vulnerabilities.

To ensure long-term tenancy sustainability beyond one-off financial awards, the team provided:

- **Budgeting Assistance:** Basic financial management support offered directly by Income Management Officer and Rent Management Advisors.
- **Specialist Referrals:** Direct pathways to expert partners including **CITAL**, the **Community Advice & Law Service**, **National Energy Action**, **Turning Point**, and **STAR**.

By addressing the root causes of financial hardship through these multi-agency referrals, the team has worked to break the cycle of debt for our most vulnerable residents.

Court and Evictions

4.40 The Income Management Team remains committed to a "support-first" approach, ensuring that possession proceedings are only instigated after all avenues of tenant assistance have been exhaustively explored. To maintain high standards of oversight, every potential court case undergoes a rigorous management review prior to submission. Between April 2025 and March 2026, **90 cases** were submitted for rental possession, averaging **8 cases per month**. While this is a slight increase from the 59 submissions in 2024/25, it remains remarkably low when compared to pre-pandemic levels. Prior to 2020, the team averaged approximately 80 submissions per month; the current figures represent a **90% annual reduction** in possession actions compared to that baseline. This sustained decrease is a direct result of the team's effective arrears management and proactive tenancy sustainment interventions, which successfully resolve the majority of cases before legal action becomes necessary.

4.41 Warrant requests and evictions are pursued only as an ultimate last resort. Even after a possession order is granted, the team continues to offer support and payment solutions to sustain the tenancy right up until a scheduled eviction date. Management scrutinises every potential eviction to ensure:

- **Income Maximisation:** All possible benefit entitlements and funding streams (such as HSF) have been applied.
- **Vulnerability Assessment:** Any physical, mental, or social vulnerabilities have been identified.
- **Specialist Referrals:** Necessary referrals to support agencies were made well in advance of the legal process.

By providing tenants with ample opportunities to reach reasonable payment agreements, the team ensures that the eviction route is only followed once all efforts to sustain the tenancy have been demonstrated as exhausted.

4.42 In the 2025/26 financial year, only **5 evictions** were carried out for non-payment of rent. This figure highlights the team's success in maintaining low eviction rates despite the ongoing challenges of welfare reform and the cost-of-living crisis. For context, this compares to 4 evictions in 2024/25 and 7 in 2023/24.

Analysis of this year's evictions shows that the majority involved single-person households who had effectively abandoned their properties or childless couples who consistently failed to engage with payment plans. 1 Eviction which took place was for a Family with children however, extensive support was provided to this family by the Income Management team, along with other teams within the authority and external support services, however due to extremely high levels of arrears, and no payments from the tenant the tenancy was not deemed sustainable. Despite this one case the team continue to reinforce its commitment to protecting the most vulnerable households in our community.

5. Key Challenges for Year 2026/27

The Income management teams face a landscape defined by significant rent increases, shifting legal protections for tenants, and the persistent pressure of the cost-of-living crisis.

The primary goal for the year ahead is balancing the council's need for a sustainable **Housing Revenue Account (HRA)** against the increasing financial vulnerability of its tenants.

- 5.1 **The Renters' Rights Act 2026:** The abolition of Section 21 "no-fault" evictions (effective May 1, 2026) shifts the legal landscape. The team must now rely exclusively on Section 8 grounds for possession. This requires more robust evidence gathering regarding serious rent arrears and repeated late payments to secure court orders.
- 5.2 **Cost of Living & Vulnerability:** The ongoing cost of living pressures are impacting everyone but have a greater impact on those with lower incomes. The team faces the challenge of identifying and supporting "working poor" tenants who do not qualify for full benefits but are hit hardest by inflation and cost of living pressures.
- 5.3 **Stock Loss:** LCC continues to lose housing stock (partly through Right to Buy), A smaller stock pool puts more pressure on the income management team to maximise collection from remaining units to fund essential services.
- 5.4 **Crisis and Resilience Fund (CRF):** With the transition from the Household Support Fund to the Crisis and Resilience Fund on April 1, 2026, the team faces several operational and strategic challenges. While the new CRF allowance provides a more stable three-year funding window (2026–2029), it introduces stricter requirements that move away from "one-off" emergency grants.

Strategic Priorities: Tenancy Sustainment & Income Maximisation

LCC currently maintains a high **tenancy sustainment rate of 98.96%**. The priority for 2026/27 is to protect this figure through the **Income Management Team**.

- 5.5 **Early Intervention:** Moving away from punitive measures toward "support-first" models, ensuring tenants maximise their benefit entitlements (e.g., Universal Credit, funding support available) before arrears escalate.
- 5.6 **Sustainable Payment Plans:** Working directly with residents to create payment schedules that are realistic in the current economic climate.
- 5.7 **Automated Communication:** Utilising digital tools to send automated rent reminders and statements, allowing officers to focus their time on complex cases requiring face-to-face or telephone intervention.
- 5.8 **Risk Profiling:** Using data to identify households at high risk of falling into arrears before they miss their first payment.

6. Financial, legal, equalities, climate emergency and other implications

6.1 Financial implications

This report sets out the position in relation to net rent arrears for current tenants at the end of March 2026. Not documented in this report are the arrears associated with non-dwelling properties (such as garages and parking spaces), hostel bedspaces and former tenants. The overall gross debt outstanding for all Council tenancies decreased by 8% compared to March 2025; this reduction will result in a corresponding decrease in the provision for bad debt.

Unlike in 2025, this financial year there was no support from Discretionary Housing Payments, however the pressure was managed with careful application of the Household Support Fund. This support has been instrumental in helping tenants sustain tenancies and manage arrears, though future funding constraints may present challenges.

Jade Draper, Principal Accountant
14th May 2026

6.2 Legal implications

Litigation should be utilised (and is so) as a last resort in any matter, but especially with respect to rent arrears given the impact this has on individuals.

Pre-action engagement is encouraged by the Pre-Action Protocol for possession claims by social landlords prior to a Court claim being instigated. It encourages exchange of information and consideration of the tenant's circumstances and reasons for the arrears. This is in line with the Council's approach on engaging with the tenant before any referral is made to legal services.

Shazmin Ghumra, Principal Solicitor
14th May 2026

6.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation. The report provides an update on the rent arrears progress within the general housing stock, over the full financial year, from April 2025 to March 2026.

Rent arrears, Universal Credit, the cost-of-living crisis and the use of enforcement action can disproportionately affect tenants with protected characteristics, particularly disabled people, older people, families with children, single-person households and some ethnic minority groups. It would be useful in relation to tenants in serious debt to have these monitored by protected characteristics as defined by the Equality Act in order to address any adverse impact and put in place mitigating actions.

It is important that officers continue to offer early appropriate professional support and guidance to tenants to reduce rent arrears. Tenants will continue to face challenges and pressures in the coming years due to the cost-of-living crisis and as central government continue to reduce funding. The work carried out by the Rent Management Advisors in relation to supporting vulnerable people some of whom will have complex needs helps to impact positively on people from across all protected characteristics. While maintaining a robust approach to rent collection, policies must be fair and proportionate, recognising that financial difficulties can arise from various circumstances, some of which may be linked to protected characteristics.

Equalities Officer, Surinder Singh, Ext 37 4148
Dated 11 May 2026

6.4 Climate Emergency implications

There are no direct climate emergency implications arising from this report, although it is worth noting that the success in reducing rent arrears and sustaining rental income will be contributing to ensuring the council has the funds needed to maintain an energy efficiency stock. This not only reduces carbon emissions but also helps reduce fuel poverty.

Phil Ball, Sustainability Officer, Ext 372246
13th May 2026



Environmental Budget 2026/2027

Housing Scrutiny Commission:

Date of meeting: 9 July 2026

Lead member: Cllr Cutkelvin

Lead director: Chris Burgin

Report Author:

Gurjit Minhas – Head of Service, Housing Division

1. Summary

- 1.1 This report outlines the amount of Housing Revenue Account (HRA) funding that will be invested on housing estates across the city in 2026/2027. It is estimated that over **£3m** is allocated each year, which includes the **£200k** for the Environmental Budget. The Environmental Budget is distributed across the three housing districts (Appendx1), South, East and West, therefore, each district is allocated approximately **£66k**. To identify proposals for environmental schemes, consultation is carried out with tenants (including members of the Tenant's Scrutiny Panel), local ward Cllrs, and housing staff.
- 1.2 In addition to this, the Grounds Maintenance budget for housing estates is **£1.1m**, **£1.2m** is spent on the Estate Warden service, **£315k** is spent on the Neighbourhood Improvement Operatives and an additional **£200k** has been set aside to carry out a rolling painting programme in communal areas in flatted accommodation.

2 Recommended actions / decisions.

- 2.1 To note and agree the contents of the report

3 Scrutiny / stakeholder engagement.

- 3.1 The Tenants Scrutiny Panel, tenants and residents on estates, Ward Cllrs, housing staff and local stakeholders have input into the proposals.

4. Background

4.1 Environmental Budget

Over the years the Environmental Budget of **£200k** has been used to invest in council housing estates, to improve parking, green areas, communal areas and to introduce measures to reduce anti -social behaviour. Improvements have been made to make the environment safer and to help improve the quality of life for tenants, making them places where people want to live.

4.2 To identify proposals for each district, housing staff have carried out consultation and engagement exercises with tenants, local ward councillors, local stakeholders and other staff teams.

4.3 This year we have also had feedback from the **Tenant's Scrutiny Panel** accompanied by Engagement Officers, inspecting estates and identifying improvements in their localities.

4.4 Grounds Maintenance

The Housing Division contributes **£1.1m** to the grounds maintenance service to look after housing areas across the city, this involves mowing all the grass on housing land, cutting back shrubs and maintaining greenery. The service level agreement includes grass edging, weed sprays of hard areas and pruning of shrubs twice a year.

4.5 Estate Warden Service

The Housing Division contribute over **£1.2m** towards the estate warden service. Teams of wardens work on housing estates across the city, clearing rubbish, fly tipping and maintaining the estates to keep them tidy.

4.6 Neighbourhood Improvement Work

The Neighbourhood Improvement Team helps to bring people back into employment, by offering 6 to 12-month work placements. The housing division invests **£315k** to provide this opportunity to 10, Neighbourhood Improvement Operatives. The team works across the city carrying out work such as clearing communal garage sites, edging path and walkways, cutting back overgrown trees, hedges and bushes that can be a hazard in public areas. At the request of housing officers, the team will clear and tidy gardens of vulnerable tenants who are unable to do it themselves.

4.7 Communal Area Painting

An additional **£200k** has also been set aside per annum to paint the communal areas in flatted accommodation. A rolling programme has been developed to identify and schedule in blocks that are most in need of painting.

4.7 Public Realm Works Project

The public realm works project which started in 2020, focusing on the St Matthews and St Peters area of the city has come to an end, with the completion of the demolition of the Vostock garages. This project implemented the City Mayor's overall commitment to invest **£5m** on these estates, bringing about significant improvements and increasing safety for residents.

Garage site converted into accessible parking for residents in (Wycliffe Ward)



5. What we did last year - Below are some of the successful schemes completed from last year's **£200k Environmental Budget 2025/26:**

5.1 In the South District the funding is being used to introduce scooter stores for Sheltered Housing, which are in the process of being procured and a range of other estate improvements including the **installation of bollards at Kings Lock Close, Aylestone Ward**. Below are the pictures of below and after, as you can see this has made significant improvements to the estate.

Before - Kings Lock Close Aylestone Ward



After - Kings Lock Close Aylestone Ward



5.2 This has prevented parking and fly tipping on the grass which has led to positive feedback from residents and is helping to keep the area tidy.

5.3 In the West of the city some of the work carried out included installation of new security doors at Dupont Gardens in Mowmacre Ward. This scheme has proved to be

successful, the doors have improved the look of the flats and provided additional security to tenants which has reduced ASB in the area. We also funded a community food growing project in Mowmacre and made improvements to Norfolk House one of our sheltered housing schemes in Westcotes Ward.

Dupont Gardens Security Doors - Mowmacre Ward



Food Growing Project in Mowmacre Ward



Norfolk House New Benches – Westcotes Ward



New Fencing for Garden Area at Norfolk House – Westcotes Ward



5.4 This year's proposals have been collated by the District Managers who have consulted and liaised with ward Cllrs, tenants and housing staff. This year the Tenant's Scrutiny Panel have also identified proposals through carrying out patch walks on estates. The full list of all proposals put forward is at Appendix 2.

5.5 After all the proposals were collated, they were prioritised using the table at Appendix 3, to decide which proposals were viable to go forward. The evaluation considers the following housing priorities:

- **Cost** - This must be considered as the overall budget is £200k for the city
- **Need for investment** – Although all schemes proposed warrant investment, we do consider previous projects funded in the ward or if there is alternative funding being invested in the area, for example from Pride in Place or other funding streams. We also need to consider if the proposal is a housing responsibility and if it is appropriate to be funded by housing.
- **Support from tenants** – This is important as this funding comes from the Housing Revenue Account
- **Support from Ward Cllrs** – Constituents tend to raise their concerns with their Cllrs and Cllrs are aware of priorities in their wards.
- **Impact on Crime and disorder** – This is an important priority for tenants to help reduce ASB
- **Climate Change** – To minimise impact on climate change
- **Cost of living/ Place to live** – Some of the council housing estates are the most deprived areas in the city and anything we can do to support people with the cost of living is a priority and make areas more better places to live

5.6 Based on the scoring of 5 and above these are the final Environmental Budget proposals being for the city for 2026/27, which will keep the budget approximately to £200k:

South District Proposals with estimate costings 2026/27

- **South – Saffron, Braunstone and Eyres Monsell Wards** – Targeted estate clearance days, publicity and put on addition estate wardens to collect fly tipping and rubbish. - **£20k**
- **Saffron Ward**
 - **Zip Building** – Pushchair shelter requested by tenants and housing staff, currently tenants have no storage, and this is required for fire safety - **£3k**
 - **Zip Building** - Landscaping, realignment of fencing, installation of benches supported by tenants and housing staff, no play area for children – **£10k**
 - **Neston Road** - additional bins suggested by residents and Cllr Cutkelvin - **£200**
 - **St Andrews** – Estate Improvements including, painting of handrails and metal railing and replacement of benches in community area supported by Tenants and Cllr Cutkelvin – **£5k**

- **Eyres Monsell Ward**
 - **Sturdee Close** – Benches for residents suggested by the Tenants Scrutiny Panel - **£1k**
 - **Hesketh Avenue** – security bungalow lighting suggested by residents and community safety for security purposes - **£5k**
- **Braunstone and Rowley Fields Ward**
 - **Bowder House** – Replacement of signage requested by residents following consultation at the scheme- **£1.5k**
- **Castle Ward**
 - **Bob Trewick House** – Painting and install benches supported by residents and Cllr Sahu and Cllr Kitterick - **£6k**

The total spend for the South is estimated at **£62.5k**

East District Proposals and estimate costings 20206/27

- **Thurncourt Ward**
 - **Colhurst Way** – demolish garages and remove waste proposed by Cllr Aldred - **£16.5k**
 - **Thurncourt Road** - install CCTV in the shops to deter ASB proposed by the Tenants Scrutiny Panel representative - **£5k**
- **Troon Ward**
 - **Attingham Close** - timber fencing to create bin store, proposed by Cllr Cank and residents who is happy to support with £3000 of her ward funding, this will then cost a further - **£5.5k**
- **Wycliffe Ward**
 - **Multiple locations in St Matthews** – install shutters to bin stores to prevent smells and reduce pests in the summer, proposed by the Tenants Scrutiny Panel representative - **£18.5k**
 - **Manitoba and Edmonton Road** - Extend parking spaces, proposed by the Tenants Scrutiny Panel representative - **£10k**

The total spend for the East is therefore estimated at **£55.5k**

West District Proposals and estimated costings 2026/27

- **Abbey Ward**
 - **Closterdale Close** - Improvement on communal outdoor seating area to provide a better environment for tenants, identified by housing officer and tenants - **£8k**

- **Garth Avenue** – Improvements to flats, new communal doors, deep cleans, removal of overgrown shrubs, identified by tenants and housing staff - **£20k**
- **Wheatland Road** – continuation of food growing project run by Buzzroots supported by tenants - **£3.5k**

- **Beaumont Leys Ward**
 - **Peppercorn Close** – install knee rails to prevent cars parking on the grass, supported by Cllr Bhatia and residents **£10k**
 - **Trigo Close** – install bike rack identified by tenants in block - **£700**

- **Fosse Ward**
 - **Tudor Close** – Install fence with gate to parking area, residents have raised this through a petition, supported by Cllrs - **£10k**

- **Western Ward:**
 - **Dupont Gardens** – Continuation of security gate project, identified by Leicester Safer Partnership 6 years ago, ward Cllrs are in support to finish this project, this is estimated to cost - **£24k**
 - **Outwood Close** – Install knee rail to prevent parking on the grass identified by a Tenants Scrutiny Panel Member. - **£6.5k**

The total spend for the West is therefore estimated at **£73.7k**

5.7 With the help of the Tenants Scrutiny Panel we have involved more tenants than ever before in shaping the proposals put forward for this year's Environmental Budget. We have also had increased input from local ward Cllrs this year.

5.8 To help manage expectations in future we will invite people to put forward proposals that are within the range of £1k to 20k only, so that we are clear about the level of funding available. We will also advise tenants asking for communal cleaning to join the cleaning programme to be fair to all tenants paying for additional services.

5.9 Several of the proposals exceeding the funding available in the Environmental Budget this year will be considered for funding by the Pride in Place initiative. Please see details of this, contained in Appendix 2.

6. Financial, legal, equalities, climate emergency and other implications

6.1 Financial implications

Finance-Capital Finance-Capital@leicester.gov.uk

In addition to the budget figures stated in this report, there is also £181k brought forward slippage from 2025/26 that can be utilised for community and environmental works. The spend on environmental works is monitored quarterly with the district managers.

Signed: Jade Draper, Principal Accountant HRA

Dated: 21 May 2026

6.2 Legal implications

legal.property legal.property@leicester.gov.uk

No implications

legal.commercial legal.commercial@leicester.gov.uk

Commercial Comments: Any procurement or commissioning activity should be in compliance with procurement rules and internal contract procedures rules therefore appropriate support and advice to be sought from Procurement and Legal Team as needed.

Signed: Mannah Begum, Principal Solicitor, Commercial Legal Team

Dated: 14 May 2026

6.3 Equalities implications

Under the Equality Act 2010, the Council must have due regard to the Public Sector Equality Duty (PSED) to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations between people who share a protected characteristic and those who do not. This report outlines how the Environmental Budget and other investment will fund improvements on housing estates across the city in 2026/2027. The proposed schemes are expected to have a positive impact on residents across the city, particularly where they improve the safety, accessibility, and usability of communal spaces and estate environments. The proposals are expected to have a positive impact on residents with protected characteristics, particularly older people, disabled people and families with young children, by improving safety, accessibility and the general quality of communal estate area.

Signed: Equalities officer, Surinder Singh, Ext 37 4148

Dated: 18 May 2026

6.4 Climate Emergency implications

There could be an impact on carbon emissions and embodied carbon associated with resurfacing, repainting, parking works and other similar environmental landscaping projects. The potentially negative impacts from these works may be mitigated by the improvements made to green spaces through landscaping, a reduction in damage to existing green spaces caused by fly-tipping and nuisance parking, and community involvement in schemes such as food growing and other measures to improve quality of life for local residents. Improving parking and creating additional parking spaces can either exacerbate car dependency or improve safety and reduce idling depending on the design and whether it simply increases car convenience or supports wider modal shift through safer streets and supporting active travel and transition to electric vehicles.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 14th May 2026

4.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

7. Background information and other papers: N/A

8. Summary of appendices: Appendices 1,2,3

9. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)? No

10. Is this a “key decision”? If so, why? No

Full List of Proposals Collated from Consultations and Engagment:

South District Proposals and estimate costings 2026/27

- **South – Saffron, Braunstone and Eyres Monsell Wards** – Targeted estate clearance days, publicity and put on addition estate wardens to collect fly tipping and rubbish
- **Saffron Ward**
 - **Zip Building** – Pushchair shelter requested by tenants and housing staff, currently tenants have no storage, and this is required for fire safety - **£3k**
 - **Zip Building** - Landscaping, realignment of fencing, installation of benches supported by tenants and housing staff, no play area for children – **£10k**
 - **Neston Road** - additional bins suggested by Tenants Scrutiny Panel - **£1k**
 - **St Andrews** – Estate Improvements including painting of handrails and metal railing and replacement of benches in community area supported by Tenants and Cllr Cutkelvin – **£5k**
- **Eyres Monsell Ward**
 - **Tadcaster Green** – Parking restrictions supported by Cllr Pickering and residents - **£10k** (Could potentially be funded through Pride in Place)
 - **Packhorse Road & Green, Hillsborough Rd, Silsden Rise, Queens Park Way, Ibsley Way and Eamont Close** – Replacement of old wooden communal gates to bungalows with metal gates to add more security. Supported by residents, Cllr Pickering and Cllr Pantling - **£10k** (Could potentially be funded through Pride in Place)
 -
 - **Sturdee Close** – Benches for residents suggested by the Tenants Scrutiny Panel - **£1k**
 - **Hesketh Avenue** – security bungalow lighting suggested by residents and community safety for security purposes - **£5k**
- **Aylestone Ward**
 - **Hopyard Close** – Parking supported by Cllr Porter & Cllr Kennedy-Lount - **£60k**
 - **Belvoir Drive** – Deep clean of 3 blocks requested by residents who are not on the cleaning programmes- **£1k**
- **Braunstone and Rowley Fields Ward**
 - **Bowder House** – Replacement of signage requested by residents following consultation at the scheme- **£1.5k**
- **Castle Ward**
 - **Bob Trewick House** – Painting and install benches supported by residents and Cllr Sahu and Cllr Kitterick - **£6k**

- **New Walk** - Deep clean blocks requested by ward Cllrs on patch walk, however blocks are not part of the cleaning programme - **£1k**

The total spend for the South is estimated at **£114.5k**

East District Proposals 20206/27

- **Evington Ward**
 - **Ethel Road** - repurpose grass verges to create 9 parking spaces proposed by Cllr Haq - **£85k**
- **Thurncourt Ward**
 - **Colhurst Way** – demolish garages and remove waste proposed by Cllr Aldred - **£16.5k**
 - **Roborough Green** – 2 space extension to car park proposed by Cllr Osman - **£26k** (Could potentially be funded through Pride in Place)
 - **St Austell Road** – deep cleaning of block proposed by tenants in block, not part of cleaning programme - **£3k**
 - **Somers Road** – repurpose grass verges to create 12 additional parking spaces proposed by Cllr Aldred - **£118k** (Could potentially be funded through Pride in Place)
 - **Thurncourt Road** - install CCTV in the shops to deter ASB proposed by the Tenants Scrutiny Panel representative - **£5k**
-
- **Troon Ward**
 - **Attingham Close** - timber fencing to create bin store, proposed by Cllr Cank and residents who is happy to support with £3000 of her ward funding, this will then cost a further - **£5.5k**
- **Wycliffe Ward**
 - **Multiple locations in St Matthews** – install shutters to bin stores to prevent smells and reduce pests in the summer, proposed by the Tenants Scrutiny Panel representative - **£18.5k**
 - **Manitoba and Edmonton Road** - Extend parking spaces, proposed by the Tenants Scrutiny Panel representative - **£10k**
 - **Lethbridge and Ottawa Road Courtyard** – create play area proposed by the Tenants Scrutiny Panel representative - **£800k**
 - **Fraser Road** – replace sheds with eco version sheds – proposed by the Tenants Scrutiny Panel representative - **£66k**

The total spend for the East is therefore estimated at **£1.154m**

- **Abbey Ward**
 - **Closterdale Close** - Improvement on communal outdoor seating area to provide a better environment for tenants, identified by housing officer and tenants - **£8k**
 - **Garth Avenue** – Improvements to flats, new communal doors, deep cleans, removal of overgrown shrubs, identified by tenants and housing staff - **£20k**
 - **Wheatland Road** – continuation of food growing project run by Buzzroots supported by tenants - **£3.5k**

- **Beaumont Leys Ward**
 - **Peppercorn Close** – install knee rails to prevent cars parking on the grass, supported by Cllr Bhatia and residents **£10k**
 - **Trigo Close** – install bike rack identified by tenants in block - **£700**

- **Fosse Ward**
 - **Tudor Close** – Install fence with gate to parking area, residents have raised this through a petition, supported by Cllrs - **£10k**

- **Western Ward:**
 - **Dupont Gardens** – Continuation of security gate project, identified by Leicester Safer Partnership 6 years ago, ward Cllrs are in support to finish this project, this is estimated to cost - **£24k**
 - **Burns Flats** – Deep clean bins identified by tenants and supported by ward Cllrs - **£10k**
 - **Outwood Close** – Install knee rail to prevent parking on the grass identified by a Tenants Scrutiny Panel Member. - **£6.5k**

The total spend for the West is therefore estimated at **£92.7k**

District/ Ward	Project	Cost	Need for investment	Support from Tenants	Support from Ward Cllr	Impact on Crime & Disorder	Climate Change	Cost of living/ Place to live	Priority - Score
South – Saffron/ Braunstone / Eyres Monsell	Targeted Clearance Days	£20k	Yes	Yes	Yes	Yes	No	Yes	5
Saffron	Zip - pushchair shelter	£3k - Yes	Yes	Yes	N/A	Yes	No	Yes	5
	Zip - landscaping	£10k - Yes	Yes	Yes	N/A	Yes	No	Yes	5
	Neston Road - bin	£200 - Yes	Yes	Yes	N/A	Yes	Yes	Yes	6
	St Andrews estate improvements	£5k - Yes	Yes	Yes	Yes	Yes	No	Yes	6
Eyres Monsell	Tadcaster Parking restrictions	£10k - Yes	No – due to PIP	Yes	Yes	Yes	No	No	4
	Packhorse Road install metal gates	£10k - Yes	No – due to programme	Yes	Yes	Yes	No	No	4
	Sturdee Close - Bench	£1k - Yes	Yes	Yes	N/A	No	Yes	Yes	5
	Hesketh Avenue bungalow lighting	£5k - Yes	Yes	Yes	Yes	Yes	No	No	5
Aylestone	Hopyard - Additional parking	£60k - No	Yes	Yes	Yes	No	No	Yes	4
	Belvoir Drive - Deep clean	£1k - Yes	No – due to programme	Yes	Yes	No	No	Yes	4
Braunstone	Bowder House – signage	£1.5k - Yes	Yes	Yes	Yes	Yes	No	No	5

District/ Ward	Project	Cost	Need for investment	Support from Tenants	Support from Ward Cllr	Impact on Crime & Disorder	Climate Change	Cost of living/ Place to live	Priority - Score
Castle	Bob Trewick House painting and install benches	£6k - Yes	Yes	Yes	Yes	Yes	No	Yes	6
	New Walk – Deep clean	£1k - Yes	No – due to programme	Yes	Yes	No	No	Yes	4
East – Evington	Ethel Road - repurpose verges to create parking	£85k - No	Yes	No	Yes	No	No	Yes	3
Thurncourt	Colurst Way - demolish garages	£16.5 - Yes	Yes	Yes	Yes	Yes	No	Yes	6
	Roborough Green – Extension to car park	£26k - Yes	No – due to PIP	Yes	Yes	No	No	Yes	4
	St Austell Road – Deep Cleaning of Blocks	£3k - Yes	No – due to PIP	Yes	Yes	No	No	Yes	4
	Somers Road – Additional Parking	£118k - No	No – due to PIP	Yes	Yes	No	No	Yes	3
	Thurncourt Road – CCTV	£5k - Yes	Yes	Yes	Yes	Yes	No	Yes	6
Troon ward	Attingham Close – Timber fencing	£5.5k - Yes	Yes	Yes	Yes	Yes	No	Yes	6
Wycliffe	St Matthews bin shutters	£18.5k - Yes	No – Prior Realm Funds	Yes	Yes	Yes	No	Yes	5

District/ Ward	Project	Cost	Need for investment	Support from Tenants	Support from Ward Cllr	Impact on Crime & Disorder	Climate Change	Cost of living/ Place to live	Priority - Score
	Manitoba and Edmonton – parking spaces	£10k - Yes	No - Prior Realm Funds	Yes	Yes	Yes	No	Yes	5
	Lethbridge and Ottawa Road Courtyard	£800k - No	No - Prior Realm Funds	Yes	Yes	Yes	No	Yes	4
	Fraser Road - sheds	£66k - No	No - Prior Realm Funds	Yes	N/A	Yes	Yes	Yes	4
West - Abbey Ward	Closterdale Close- improvements to outdoor area	£8k - Yes	Yes	Yes	N/A	Yes	Yes	Yes	6
	Garth Avenue – communal doors and improvements	£20k - Yes	Yes	Yes	N/A	Yes	No	Yes	5
	Wheatland Road – food growing	£3.5k - Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
Beaumont leys	Peppercorn Close – Knee rail	£10k - Yes	Yes	Yes	Yes	Yes	No	No	5
	Triago Close – Bike Rack	£700 - Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
Fosse Ward	Tudor Close – Fence to parking area	£10k - Yes	Yes	Yes	Yes	Yes	No	Yes	6
Western	Dupont gardens - security doors	£24k - Yes	Yes	Yes	Yes	Yes	No`	Yes	6

	Burns Flats – Deep clean bins	£10k - Yes	No – Funds already allocated	Yes	Yes	No	No	Yes	4
	Outwood Close – knee rails	£6.5k - Yes	Yes	Yes	N/A	Yes	No	Yes	5



Mutual Exchange Swap Scheme

Housing Scrutiny Commission:

Date of meeting: 9 July 2026

Lead member: Cllr Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Gurjit Kaur Minhas
- Author contact details:
- Report version number: V1

1. Summary

1.1 This report outlines the current Mutual Exchange Swap Scheme available to LCC Housing Tenants who have a secure tenancy. The report also identifies improvements that can be made to the current process to keep tenants updated on their mutual exchange request.

1.2 The mutual exchange policy is at Appendix A

2. Recommended actions / decisions.

2.1 To improve the information provided throughout the mutual exchange process to keep tenants updated on timescales, especially where conditional approval has been granted and repairs or alterations must be rectified.

2.2 A final physical inspection of the property by the incoming tenant so they accept the property fully knowing what condition it is in before they move in.

2.3 To support publicising Swaptracker to tenants to enable more people to self -serve.

2.4 To update the information on the Council's website so tenants know what to expect of the process

3. Scrutiny / stakeholder engagement.

3.1 The Tenants Scrutiny Panel have been input into the proposed changes and advised that tenants should get regular updates on their case.

4. Background

4.1 Leicester City Council recognises and promotes mutual exchanges as they increase tenant mobility and choice. This helps to create sustainable communities, reduce void costs and makes best use of our stock. We often have people swapping if they need to downsize or if their home has become too large for them. This also helps tenants affected by the bedroom tax.

4.2 The exchange process is a legal right for secure tenants, unless we as a landlord have a right to refusal, as set out in Housing Act 1985 or the Localism Act 2011.

4.3 A secure council tenant can swap their property anywhere in the country with another council tenant or a housing association tenant. To be a secure tenant they must be living in their council property for over 12 months. Tenants cannot apply for an exchange if they are on an introductory tenancy or living in a HomeCome property.

4.4 On the Council's website there is an online application form and a link to HomeSwapper, which is a national mutual exchange service LCC tenants can use for free. Housing officers will help tenants that cannot use online channels to put in an application manually.

4.5 Once a tenant has found someone to exchange with and the request has been accepted, the Housing Officer will lead on the process and carry out checks to see if the tenant has a clear rent account and there are no current breaches of tenancy conditions. The officer will request a technical property inspection and contact the Housing Officer/ landlord of the 2nd party in the exchange.

4.6 The council has 42 days legally, to decide on an exchange, if it does not meet this timeframe tenants can exchange themselves. However, if there are rent arrears or other breaches of the condition of tenancy identified, then the council can make a conditional approval subject to the breaches being rectified.

4.7 We do advise tenants if they swap to a different type of tenancy for example a housing association assured tenancy, rent levels may be different and they will lose their right to buy. We also advise tenants that they must be satisfied with the condition of the property that they are exchanging to. In all the letters it clearly states:

It is important that you carefully check the property you want to move to, as you will be accepting it in its current condition. Housing Services will only undertake repairs it is responsible for carrying out. We will not accept responsibility for any alterations or damage caused by the outgoing tenant.

4.8 In 2025/26, 281 mutual exchanges were initiated by LCC tenants and 158 completed. The reason for the lower completion rate is:

- Exchanges are refused following initial checks
- A party pulls out of an exchange part way through
- Tenancy breaches identified that need to be rectified
- Major repairs have been identified which need to be addressed

4.9 The current process:

1. Application Stage

- Application received and business action raised
- Acknowledgement letter sent out noting 42-day deadline for decision
- Officer carries out initial checks, tenancy type, household members, size of property to exchange to etc

2. Further Checks Stage

- Rent arrears or Notice
- ASB Notice
- Tenancy Type of incoming tenant
- Is property adapted?

3. Acknowledgement or Refusal Stage

- Further acknowledgement letter sent to tenant. **We are proposing that we state in the letter here that if initial checks are passed the application is subject to a satisfactory electrical and property inspection.**
- Refusal letter explaining the legal grounds for refusal as below.

These are some of the main legal reasons for refusal:

- If a tenant has a court order outstanding.
- If legal proceedings have started for possession of their property.
- If the proposed tenant moving in would be under occupying the property.
- If the proposed incoming tenants would be over occupying the property.
- If the tenant lives in a property that is mainly for non-housing accommodation, or when a tenant(s) property is linked directly to their job working for the Council.
- If the property is adapted for disabled use and the incoming tenant does not need this type of property.
- If the property and / or tenancy is linked to the provision of support.

4. Liaison with 2nd Party Landlord Stage

- Contact made with 2nd party's officer/landlord to see if their initial checks on their side have passed

5. Inspections Stage

- Housing Officer requests a technical inspection,
- Housing Office requests an electrical inspection

6. Inspections Outcome Stage

- If technical and electrical inspections on both sides of the exchange pass, the officer will write to the tenant about the exchange proceeding and agree an assignment date for both parties. (There may be occasions where tenants' alternations have been in place for a very long time, where no records are available approving the adaptation, in this case they would become LCC responsibility.)
- If inspections do not pass, the officer provides the inspection report to the tenant informing them what must be done for the exchange to proceed.

7. Conditional Approval Stage

- The officer will issue a conditional approved letter if issues need to be rectified. **We are proposing that the letter fully outlines which issues have been identified, which are the council's responsibility, and which are the tenants and the timescale for completion.**

8. Final Property Checks Stage

- Officer carries out final checks to ensure all outstanding issues corrected and take photos. **We are proposing that the incoming tenant is informed to carry out final physical inspection of property they are moving to and confirm they are happy to accept it**
- Officer to arrange an assignment date
- Officer to arrange a gas fill and test to be completed

4.10 From exploring case studies, issues and complaints mainly arise in relation to:

- The amount of time taken for an exchange to take place. (This usually is a result of remedial work being carried out.)
- Queries about which repairs are the responsibility of the outgoing tenant and the condition of the property after the incoming tenant has moved in. (The condition of property can be due to some of these cases taking a long time to complete, therefore the property condition has changed since the initial viewing or inspection.)
- Being kept updated throughout the process is also frequently raised as a concern by tenants.

4.11 To address the issues of keeping tenants updated, we recommend detailed updates as proposed at Stage 2, the acknowledgement stage and at Stage 7 the conditional approval stage. At stage 8 we are recommending that the incoming tenant physically revisits the property again to make sure they are happy with the condition before they finally accept.

4.12 When sending out updates we will include information about the Housing Pop – up Offices, so tenants know how to contact their housing officer if they have any enquiries.

4.13 We are also bringing in Swaptracker which is an online tool that tenants can use themselves to self-serve. It compliments Home Swapper and enables housing officers to update information on a case. This will allow tenants to be able to see what stage they are at in the process. The timeline for Swaptracker to go live is July 2026.

4.14 **EasyMove**

4.14.1 EasyMove is available to all under-occupying Social Housing Tenants who would like to exchange their tenancy with an overcrowded Social Housing Tenant. The scheme aims to remove barriers for tenants who qualify for a Banding Priority on the Housing Register but have been unable to achieve a move or have not yet applied for housing.

4.14.2 To ensure efficient and appropriate use of funds available for the scheme, an assessment of each individual's needs and preferences is completed to determine what the barriers are to them moving so that additional incentives can be offered to support the move. These consist of:

4.14.3 For under-occupiers:

- Free removals service where the tenant does not have the financial means.
- Cash incentive up to £1000 to help towards rent arrears and other costs incurred.

4.14.4 For both under occupiers and overcrowded tenants:

- Decorating allowance where the tenant does not have the financial means to contribute towards decorating materials.
- Assistance with liaison with utility companies.
- Advice on rubbish disposal and arrangement of bulk collections.
- Assistance with identifying and notifying other key services e.g. Banks, GP's, Dentist etc.
- Referrals to other services for support e.g. Community Support Grants (CSGs).
- Assistance to resolve any outstanding repairs issues.

4.14.5 The officer also offers the following:

- Advice and support to bid for suitable properties on Leicester HomeChoice in line with the households' wants and needs. Officers will ensure that tenants have realistic expectations about what Social Housing homes are available for them to bid on.

- A mutual exchange matching service to match overcrowded tenants with under occupying tenants through HomeSwapper and/or the Housing Register to improve or resolve overcrowding without creating a void property and the associated costs to the Council. This will ensure best use of stock, reduced impact on void service costs and resources and more appropriate living conditions.
- Advice and support to access the private rented sector and shared ownership schemes, linking in with the Private Rented Sector Team.

4.14.6 The scheme began in July 2023 and as of 27/4/2026, has successfully moved 92 households into more suitably sized accommodation. This is broken down into fiscal years below.

4.14.7

Year	2023-24	2024-25	2025-26	2026-27 YTD
Exchanges	12	16	16	2
Tenants moved	25	32	33	4

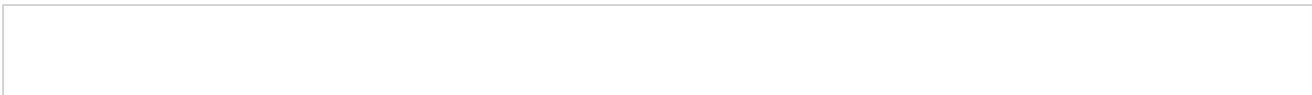
4.1 Recommendations:

4.1.1 To enhance the information provided throughout the mutual exchange process to keep tenants updated on timescales, especially where conditional approval has been granted and repairs or alterations must be rectified.

4.1.2 A final physical inspection of the property by the incoming tenant so they accept the property fully knowing what condition it is in before they move in.

4.1.3 To support publicising Swaptracker to tenants to enable more people to self -serve.

4.1.4 To update the information on the Council's website so tenants know what to expect from the process.



4. Financial, legal, equalities, climate emergency and other implications

4.1 Financial implications

The recommendations contained within this report can be delivered within existing budgets and there are no direct financial implications arising from this report.

Signed: Jade Draper, Principal Accountant

Dated: 27/05/2026

4.2 Legal implications

While there are no direct legal implications from a litigious perspective, it is important that any decisions are recorded appropriately in the event of future challenge on a refusal (or delays). It is also important that the system utilised for self service set out the relevant information that a tenant should be aware of with respect to the process (noting that the tenant should seek independent legal advice in any event).

Signed: Shazmina Ghumra (Principal Solicitor – Civil Litigation)

Dated: 25 June 2026

4.3 Equalities implications

Our Public Sector Equality Duty (PSED), requires us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between those who share a protected characteristic as defined by the Equality Act 2010 (sex, sexual orientation, gender reassignment, disability, race, religion or belief, marriage and civil partnership, pregnancy and maternity, age) and those who do not. The mutual exchange scheme supports tenant choice and mobility and is available to secure tenants subject to the statutory criteria and grounds for refusal. The proposed improvements are expected to have a positive equalities impact by making the process clearer, more transparent and easier to follow, particularly for tenants who may need additional support to understand timescales, repair responsibilities or conditional approvals. It is important to ensure that the service remains accessible to all tenants, including those with disabilities, low digital confidence, language barriers or other vulnerabilities. Where tenants are unable to use online channels, appropriate alternative access and support should remain available, and reasonable adjustments should be made where required. The recommendation for a final physical inspection by the incoming tenant should help reduce misunderstanding and avoid disadvantage for tenants who may need more time or support to understand the condition of the property. Overall, the proposals are intended to advance equality of opportunity by improving access to information, reducing uncertainty and supporting a fair and consistent service for all tenants.

Signed: Surinder Singh, Equalities Officer, Ext 37 4148

Dated: 29 May 2026

4.4 Climate Emergency implications

There are no significant climate emergency implications arising from this report.
Signed: Phil Ball, Sustainability Officer, Ext 372246
Dated: 20 th May 2026

4.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

5. Background information and other papers: N/A

6. Summary of appendices: Appendix A Mutual Exchange Policy

7. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)? No

8. Is this a “key decision”? If so, why? No

Appendix A

Mutual Exchange Policy 2025

Introduction

Leicester City Council recognises that promoting mutual exchanges encourages tenant mobility and tenant choice, helping to create sustainable communities.

The mutual exchange is affected by an assignment under which each exchanging tenant takes over the tenancy of the other exchanging tenant. Housing Services will deal with applications promptly, fairly and efficiently and in accordance with the mutual exchange procedure.

Secure tenants have the right to exchange properties unless there are grounds for refusal.

Who the Policy Applies to

Mutual exchanges can take place between two or more tenants who have secure tenancies. Secure tenants are also able to exchange with housing association tenants on assured tenancies or fixed term tenancies in certain circumstances.

Introductory and demoted tenants do not have the right to exchange.

Written permission is needed before an exchange can take place. Where tenants are moving from one landlord to another, written permission must be obtained from all landlords involved in the Mutual Exchange, before any exchange takes place.

Policy Context

A mutual exchange is an agreement between two or more parties to exchange tenancies and properties. Where they meet the criteria and there are no grounds to refuse the request, tenants have the right to exchange. Grounds for refusing a mutual exchange apply (as set out in Schedule 3, Housing Act 1985) for any of the households involved.

When a secure or assured tenant intends to exchange with a flexible or assured shorthold tenant, a landlord can only refuse consent for a mutual exchange on specific grounds. The grounds for refusal are set out in schedule 14 of the Localism Act 2011.

The grounds for refusal are set out in Appendix I

Housing Services has 42 days to make a decision if tenants are entitled to exchange. Tenants have the right to exchange properties if the Council does not make a decision to accept or refuse the exchange within 42 days.

Where there are rent arrears, outstanding rechargeable repairs or where there are other breaches of tenancy conditions. Housing Services may give conditional permission to exchange, the exchange cannot proceed until any breach is remedied. Page 3 of 6

In exceptional circumstances an exchange can be granted without a clear rent account at the District Managers discretion, providing a repayment plan is set up to clear any arrears.

Housing Services should advise applicants that “It is important that you are aware of the type of tenancy you are exchanging to. Some Housing Associations use different types of tenancies including fixed term. You need to be sure what the rent is, what type of tenancy it is and if you would lose your right to buy. Ask your Housing Officer for advice if you are not sure.”

Housing Services will undertake an inspection of the properties (Council tenants only). This will be to identify if there have been any major concerns, tenant adaptations, alterations or damage.

It is the responsibility of the incoming tenant to ensure they are satisfied with the general condition of the property. Housing Services will not be responsible for repairing, replacing or improving aspects of the property that would normally be the responsibility of the tenant as defined in the Conditions of Tenancy. See the Repairs Handbook for more details on the repair responsibilities.

Where permission is refused or made conditional due to a breach of tenancy or any other reason, housing services will only disclose the full reason to the tenant affected or at fault. The other party will be informed that permission is conditional or has been refused. Leicester City will not be able to provide information that is held in confidence by another landlord. This also applies where there are two or more landlords involved.

The Housing (Preservation of Right to Buy) Regulations 1996 permits transferred tenants to retain their right to buy as they move from one dwelling to another within the same landlord.

Purpose of the Policy.

The purpose of this policy is to ensure that requests from tenants to exchange tenancies and properties are managed efficiently and effectively in line with the rights tenants have to mutually exchange.

Where Housing Services wishes to refuse a tenant's request to exchange, notice of this refusal will be provided within 42 days of the original application. The grounds for the refusal will be explained in the letter.

In order to meet the aims and principles applying to this policy, Housing Services will:
Promote opportunities for tenant mobility

Give general advice on the implications of taking over the tenancy agreement of another tenant. Tenants should seek independent legal advice where appropriate.

Arrange for a gas and electrical safety check to be carried out and carry out any gas related works found to be necessary.

Ensure that tenants are aware that any repairs / improvements, which are not deemed the responsibility of the Council and will be their responsibility.

Training and staff support

We will regularly provide clear guidance and training for relevant staff on identifying necessary actions to deliver this policy.

Service Delivery

It is the responsibility of all staff of the housing division to act in accordance with this policy statement by taking ownership of service delivery.

We will take steps to ensure that residents are informed of the policy for example at sign up, at the first visits and at regular intervals through the tenancy. Information on Mutual Exchanges will also be advertised on our website.

Equality and Diversity

LCC will apply this policy fairly to all residents regardless of protected characteristics. Where necessary we will store information about a person's vulnerability on our ICT systems and use this information when tailoring services to meet the tenant's needs.

Data Protection

We will work in line with our data protection policies when handling personal data. How we use personal data is set out on in our Privacy Notice on our website: www.leicester.gov.uk.

We will share contact and other relevant information with agencies and other landlords where this fulfils our requirements to deliver this policy

Review

This Policy will be reviewed every 3 years, or where there is a significant change in legislation which affect the Right to Mutual Exchange.

Tenancy Scrutiny Panel Annual Report 2025/26 & The Engagement Team -Work Programme – April 2026

Housing Scrutiny Commission

Date of meeting: 9 July 2026

Lead member: Cllr Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Alvin Raj
- Author contact details: 0116 4542819
- Report version number: V1

1. Summary

1.1 This report provides the Tenant Scrutiny Panel Annual Report 2025/26. The report also sets out the Engagement Team Work - Programme 2025/26.

2. Recommended actions / decisions.

- 2.1 The Tenant Scrutiny Panel Annual Report 2025/26 as set out at Appendix A is to be noted.
- 2.2 The Engagement Team – Work Programme 2025/26 as set out at Appendix B is to be noted and approved.

3. Scrutiny / stakeholder engagement.

- 3.1 The Housing Engagement Team has worked collaboratively with the Tenants Scrutiny Panel to produce the Tenant Scrutiny Panel Annual Report.
- 3.2 The Housing Engagement Team has presented the Engagement Team – Work Programme to the Tenant Scrutiny Panel, who have reviewed the proposals and provided feedback.

4. Background

- 4.1 This is the first Tenant Scrutiny Panel Annual Report since it was launched in April 2025 and since the establishment of the Housing Engagement Team. The Engagement Team carried out extensive benchmarking to identify best practice in reports produced by other tenant engagement groups across the country.
- 4.2 The Tenants Scrutiny Panel Annual Report provides an overview of the work undertaken and the outcomes achieved by the Tenants Scrutiny Panel (TSP) over the past year. It also highlights key activities delivered by the Housing Engagement Team and outlines the planned direction of work moving forward.
- 4.3 The report brings together key milestones, examples of co-produced documentation, and photographic evidence of activities delivered throughout the year. It also demonstrates the value of structured tenant involvement and highlights

how the TSP has contributed to service improvement, strengthened community insight and enhanced accountability.

4.4 The overarching purpose of the report is to set out a clear vision for the future of tenant engagement. One in which Leicester City Council Tenants and Leicester City Council work in partnership to influence decision-making, improve service delivery, and ensure that Housing services reflect the needs and priorities of the communities we serve.

4.5 The Work Programme has been developed as a structured document that clearly outlines the key engagement activities undertaken over the past year. Each action is recorded with a consistent and transparent link to the Transparency, Influence and accountability (TIA) consumer standard. For every activity, the programme sets out how tenants contributed to the work, the results achieved, the evidence gathered, and the follow-up actions or feedback loops used to assess effectiveness.

4.6 The Work Programme demonstrates the breadth of engagement across the city; the Work Programme also highlights key activities within each district. This provides a clear overview of the work undertaken, the impact of tenant involvement, and the direction of future engagement activity.

4.7 Tenancy Scrutiny Panel Feedback: The Tenants Scrutiny Panel Annual Report and Engagement Team - Work Programme were presented at the March 2026 Tenants Scrutiny Panel Meeting. Chair of the TSP Sue Green said, *"I am happy with its content and believe it covers all the work and suggestions made by the TSP as well as other items we have been involved with"*. The panel were complimentary of both the Annual Report and Work Programme.

4.8 Next steps

- i) The Annual Report will be published on the website and communicated and shared with tenants. The TSP will input into how the report is publicised.
- ii) The work programme of the Engagement Team will also be published on the website and shared with tenants, once it is approved.

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

There are no direct financial implications associated with the recommendations of this report.

Signed: Stuart McAvoy

Dated: 28 April 2026

5.2 Legal implications

There are presently no direct legal implications.

Signed: Shazmina Ghumra (Principal Solicitor – Litigation)

Dated: 29 April 2026

5.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they must have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a protected characteristic and those who do not. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. The report is seeking approval of the Tenant Scrutiny Panel Annual Report 2025/26 and the Engagement Team – Work Programme 2025/26. The report and work programme highlight the active involvement of the TSP and the outcomes they have achieved to improve services for tenants across the city, examples include participating in community initiatives, supporting engagement activities, housing pop ups, ensuring promotional materials, activities and sessions are inclusive and accessible. The work of the TSP will continue to improve outcomes for tenants from across a range of protected characteristics and the work programme will ensure TSP involvement continues and takes into account tenants voices and lived experiences which will help to shape housing services.

Signed: Sukhi Biring, Equalities Officer

Dated: 29 April 2026

5.4 Climate Emergency implications

There are no significant climate emergency implications arising from this report.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 29 April 2026

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers: N/A

7. Summary of appendices:

Appendix A – Tenants Scrutiny Panel Annual Report

Appendix B Engagement Team Work Programme

8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)? No

9. Is this a “key decision”? If so, why? No

Appendix A

Tenancy Scrutiny Panel Annual Report 25/26

Introduction

This report provides an overview of the work and outcomes achieved by the Tenancy Scrutiny Panel (TSP) over the past year. The panel is made up of Leicester City Council tenants who volunteer their time to help improve Housing Services and ensure that tenant voices are heard and represented.

The TSP was launched in April 2025, the panel brings together tenants from across the city, representing a wide range of ages, backgrounds and experiences. Since its launch, six formal TSP meetings have taken place, during which members have scrutinised a variety of policies and service delivered to council tenants. .

By reviewing policies, questioning service delivery and sharing lived experience, the panel provides valuable insight into what is working well and where improvements are needed. The TSP continues to strengthen its role, working collectively to support positive change for council tenants across Leicester.

Throughout the year, the panel has worked closely with council departments and the Policy and Engagement Team to explore a wide range of issues affecting tenants. This has included contributing to consultations, reviewing policies, participating in community initiatives and supporting engagement activities designed to strengthen communication between the council and residents. Members draw on their own experiences as tenants to highlight strengths in current services and identify opportunities for improvement.

Through this work, the TSP continues to play an important role in shaping council housing services and ensuring that tenant voices remain central to service development and improvement.

This report outlines the key areas the panel has focused on, the outcomes achieved and how tenant feedback has influenced service improvements. It also highlights the panel's ongoing commitment to working in partnership with the council and local communities to shape Housing Services and support meaningful change for tenants across Leicester.

What have Tenancy Scrutiny Panel been involved in?

Estate Walks to identify improvements to be funded by the Environmental Budget -



We continue to work closely with our local community champions to help make Leicester a cleaner, greener and more attractive place to live. To support this work, a dedicated £200,000 environmental budget has been allocated to fund improvements across our estates. In previous years, this funding has been used to install park benches in well-used communal areas, add planters to brighten up dull spaces, and provide play equipment for children. Our aim is for these improvements to reflect what the community wants, rather than decisions made solely by the council. To achieve this, we carried out a series of patch walks, led by members of the Tenancy Scrutiny Panel (TSP), to identify areas where residents felt improvements could be made. These walks provided an opportunity to build stronger relationships with involved tenants, understand their priorities, and see the neighbourhood from their perspective. Photographs and suggestions gathered during the walks have been submitted to senior leaders for consideration. We look forward to implementing some of these ideas and helping to create neighbourhoods that residents feel proud to live in.

Tenancy Scrutiny Panel Meetings



The TSP meets bi-monthly to discuss key matters, review actions from previous meetings, and work collectively to scrutinise key topics that impact them all. These meetings have been attended by senior council officers from Tenancy Management, Repairs, Community Safety, Housing Allocations, Customer Service and the Environmental Caretaker Team. Each of these teams have taken away key actions based on feedback from the TSP.

Detailed below are some of the topics scrutinised, and the subsequent actions taken. This shows how tenant feedback has shaped real improvements.

♥ Support for Vulnerable Tenants

You said: Tenants with additional needs should receive more tailored support and services. **We**

did: Vulnerability Indicators have now been added to all tenancies to ensure staff can identify the support needs of tenants and deliver the service appropriately.

☞ Customer Service Experience

You said: Waiting times are too long and calls are being cut off. **We did:** Customer Services are reviewing call handling processes, investigating cut-offs and developing improvements with the Engagement Team. The Customer Services Team will report back to TSP with their findings

🏠 Housing Pop-Ups

You said: Make it easier to speak to staff face-to-face. **We did:** Pop-ups now run weekly across the city, with extended hours and more council teams attending. Over 4,000 tenants have benefited from advice provided at the Pop-ups. The survey shows that 98% of tenants would recommend the Pop-ups to other tenants looking for information on housing.

🏠 Allocations and Lettings

You said: The allocations process needs to be clearer and more robust. **We did:** Sensitive lets have been reviewed, and vetting processes strengthened to ensure fairness and transparency

Damp and Mould

You said: Provide clearer guidance on managing damp and mould. **We did:** A new tenant booklet and communications are being developed to offer practical aftercare advice following inspections.

Service Charges

You said: Tenants should not pay for services they haven't received. **We did:** A reimbursement process has been developed for affected tenants.

Environmental Improvements

You said: Estates need more investment in communal spaces. **We did:** TSP-led estate walks helped shape proposals for benches, planters and play equipment funded through the £200,000 environmental budget.

Anti-Social Behaviour

You said: Reporting ASB should be easier, and tenants kept informed about their case **We did:** ASB officers will soon attend Housing Pop-Ups to support tenants directly. ASB standards have been agreed, and we will be able to measure these. The community safety team will report back to the TSP and all council tenants.

Website Accessibility

You said: The council website needs to be easier to use. **We did:** TSP feedback is being used to improve navigation, language options and accessibility.

Engagement Team

The Policy and Engagement Team was established in September 2025, following a recruitment process in which members of the Tenancy Scrutiny Panel (TSP) played an active role by participating in interview panels. The team was created to act as a bridge between tenants and the council, ensuring residents have meaningful opportunities to influence decisions that affect their homes and communities. It was therefore essential that tenants were directly involved in shaping what this team should look like from the outset.

The team now consists of a Policy and Engagement Manager, supported by three Engagement Officers, each responsible for a different area of the city: East, West and South.

Since taking up their roles, the Engagement Officers have focused on building a strong understanding of their local areas. This has included visiting mental health cafés, attending community-run events, supporting housing pop-ups and speaking directly with tenants across neighbourhoods to understand their experiences and priorities.

Although still within their first six months, the team has already made significant progress in developing strong relationships with key community stakeholders. Engagement is an ongoing process — not simply the work of one team, but a shared responsibility across the council and the wider community. By working together, we can continue to strengthen these relationships and ensure tenant voices remain at the heart of service improvement.

What have the Engagement team been involved in?

Below are some of key events that the Engagement team have been a part of.

Defibrillators -



The Engagement team have been working with Public Health and members of the Tenants Scrutiny Panel in identifying locations for life saving defibrillators to be installed.

A defibrillator is a device that gives a jolt of energy to the heart. It helps get the heart beating again when someone is in cardiac arrest and their heart has stopped.

Defibrillators are most effective when they can be accessed within three to five minutes of a cardiac arrest. In some cases, it can take longer for emergency services to arrive. By placing defibrillators in well-located, accessible areas, communities can respond more quickly to cardiac emergencies and significantly increase survival rates.

As part of this work, several potential locations have been identified across the city by the TSP. This includes Community Centres, areas with high footfall such as busy shopping areas and our sheltered housing schemes, where residents and visitors can benefit from rapid access to this equipment.

This initiative aims to improve community safety and ensure that life-saving equipment is available where it may be needed most.

Burns Flats Newsletter- 'You said, We did' -



Residents from the Burns Flats, in New Parks, told us that they wanted us to provide them with clear, consistent and helpful information on the issues that mattered to them. We therefore worked closely with them to develop the Burns Flats Newsletter, which is posted directly to all residents. The newsletter includes updates on anti-social behaviour, news from the local authority, and information about housing and tenancy matters. It also promotes the weekly housing pop-up sessions, where tenants can speak to staff, report repairs and access support. In addition, we share updates from local partners such as the Team Hub, the fire service and the local police beat team.

Alongside this, we continue to support the Burns Flats Working Group. This group brings together partners from the police, fire service, local authority and the Team Hub, and includes members of the Tenancy Scrutiny Panel. The group meets regularly to share information, discuss issues raised by residents and coordinate joint actions to improve the Burns Flats. This has resulted in increased satisfaction in the cleaning of the blocks, and the installation of a new door entry system has commenced.

This partnership approach helps us respond more effectively to problems, provide better support to residents and work towards making Burns Flats a safer and more positive place to live.

Housing Pop Ups -



From listening to tenant feedback, one of the strongest requests has been for more opportunities to speak to council staff face-to-face. While we continue to develop digital services, we recognise that many tenants still value in-person support.

In March 2025, Leicester City Council held consultation sessions across six key locations in the city where there is a high concentration of council homes. We asked tenants what services they needed, how they would like support to be delivered, and what would make engagement easier. The overwhelming response was a desire for a central, accessible place where tenants could drop in for advice without needing an appointment. This feedback directly led to the creation of the Housing Pop-Ups.

Pop-ups were set up in council buildings across the city to ensure broad coverage.

- Tuesdays: New Parks Library and Tudor Centre
- Wednesdays: Saffron Library and the Brite Centre
- Thursdays: St Matthews Library or Thurnby Lodge Community Centre

Tenants can attend at any time during the session to receive advice, report repairs or access support. The Engagement team facilitate these pop ups, welcoming residents, taking feedback on their experience, and supporting with their enquiries where needed.

Over the past 12 months, more than 4000 queries have been answered. We continue to gather feedback from attendees on what works well, what could be improved and whether they would recommend the service to others. Digital QR codes were introduced to make it easier for tenants to share their views either on the spot or later at their convenience.

To date, 137 surveys have been completed. Feedback has been overwhelmingly positive, with 98% of respondents saying they would recommend the service.

Through a combination of data analysis of footfall, which identified when tenants were most likely to visit, and listening to tenant feedback, we adjusted the timings of the pop ups. From 31st March 2026, the pop ups will be open from 10-2pm. This was another example of where we heard what our tenants were saying and did what you asked.

HRA consultation -



Housing Revenue Account Budget (including Capital Programme)

The Housing Revenue Account (HRA) consultation provides tenants with the opportunity to share their views on how the council allocates and manages the housing budget. As the Housing Revenue Account is funded primarily through tenant rents and service charges, the consultation ensures that tenants can influence decisions about priorities such as repairs and maintenance, improvements to existing homes, housing management services, and future investment in council housing. As part of this process, the Tenancy Scrutiny Panel was also given the opportunity to contribute their feedback. Panel members shared their views and insights, helping to represent tenant perspectives and ensuring that resident voices were considered when shaping housing priorities and future investment decisions. This feedback was documented in the Housing and Revenue Consultation feedback report.

The Engagement Team supported this work further by running dedicated drop-in sessions alongside the Housing Pop-Ups, giving tenants the opportunity to walk in and receive help with completing their feedback. To ensure everyone could access support, all tenants and leaseholders were sent letters in advance with details of the locations, dates and times of the sessions.

St Matthews AGM–



Members of the Engagement Team attended the St Matthews Annual General Meeting (AGM), organised by TARA and Tenancy Scrutiny Panel member Jean Williams. Jean is a long-standing involved tenant, and the team has developed a strong and constructive working relationship with her.

St Matthews is a diverse neighbourhood with a significant number of council homes and is recognised as one of the most income-deprived areas in England. Given this context, a high level of resident engagement was anticipated, with a broad range of issues expected to be raised. The event was well attended, with over 100 residents present, alongside representatives from the local police and the Neighbourhood Housing Lead. Throughout the meeting, residents highlighted several concerns affecting the local community, including persistent littering and fly-tipping, the potential closure of the local library, and questions regarding access to council support.

The Engagement Team supported the facilitation of the meeting, provided translation where required, and recorded key actions and outcomes. These included:

- **Library** - Residents were invited to share ideas for the future use of the library building. All suggestions have been collated and passed to the Housing Team for review.
- **Littering and Fly-Tipping** - The Engagement Team is working with residents and ward councillors to coordinate community litter-picking activities in response to concerns raised.
- **Heating Charges** - Residents reported issues relating to charges associated with redundant meters. These cases have been forwarded to the Gas Team and are currently under investigation.
- **Housing Pop-Ups** - The team promoted the weekly engagement-led pop-up sessions, which provide tenants with face-to-face support. Feedback on how these sessions could be improved was gathered and noted for future service development.
- **Language Support** - As many attendees do not speak English as a first language, translation support was provided to ensure clear communication and inclusive participation.
- **Housing and Repairs Enquiries** - Individual concerns raised during the meeting were recorded and referred to the appropriate service areas. This ensured the AGM could progress efficiently while still addressing residents' issues.

- **General Support and Visibility** - The Engagement Team assisted with event set-up, welcomed attendees, and introduced themselves at the start of the meeting. This helped create a supportive environment where residents felt comfortable raising their concerns.

Honourable Citizen Award -



The Honourable Citizen Award in Leicester is a civic award presented by Leicester City Council to recognise people who have made a positive difference in their local community through voluntary work and community support. The award celebrates individuals who give their time to help others, improve neighbourhoods, or support local activities.

This award focuses on local and community-level contributions, recognising people who may not always receive public recognition for their work. Awarded by the Lord Mayor herself, it provides an opportunity to let our involved residents know how much they are valued.

As a result of their hard work within the community the Engagement Team put forward 2 TSP members, who have recently received the Honourable Citizen Award for the outstanding work they have done within their community.

School Parents Evenings -

Some tenants told us that daytime sessions didn't work for everyone — especially people who work or parents who can't easily get away during the day.

To make sure everyone had a chance to share their views, we teamed up with schools across the city and attended their parents' evenings. These events are busy, take place after work, and are easy for families to get to. Our Engagement Team set up stalls with our engagement banner and spoke to residents about their experiences and ideas.

Visiting schools also helped us build strong links with school staff, who often see first-hand the housing issues families are dealing with. These new relationships mean we can work together more effectively to support local residents.

Plan for way forward

A work plan has been developed which details the work completed by the Engagement team, and the added value that this has provided. All actions have been linked into the engagement strategy that was developed with the tenants at the forefront of all plans.

Some of key initiatives that the team are working on include:

TPAS Training –



We're working closely with **TPAS**, the national experts in tenant engagement, to help us grow, learn and make sure we're doing things in the best possible way. TPAS works directly with government regulators, so they help us stay up to date with the latest standards and expectations for housing services. Our team has already taken part in several TPAS training sessions, both online and in person, and we'll continue working with them so we can keep improving and building our skills.

TPAS also works directly with tenants. In Summer 2026, they'll be delivering training for the Tenancy Scrutiny Panel. This will give panel members practical tools, tips and confidence to carry out effective scrutiny and make sure tenant voices continue to shape how services are delivered.

ASB Recruitment - TSP members have also helped us recruit new ASB Officers for the Community Safety Team. After seeing how valuable their input was when choosing the Engagement Team, we now involve tenants in recruiting other important staff too. This makes sure the people hired to support our communities have the right skills, attitude and understanding of what tenants want and need.

TARA in New Parks – We're excited to be helping tenants in New Parks set up a new Tenants and Residents Association (TARA). A few residents told us they wanted to work with the council to create a group that supports their community, and we've worked alongside them to make it happen.

The Engagement Team is helping with everything from planning and policies to choosing a location and getting the group ready to launch. We're really looking forward to supporting this new TARA and seeing it grow.

Engagement Team - Work Programme

A work programme has been developed for the Engagement Team with the input of the TSP to both review the effectiveness of some of the activities already completed, as well as create a plan for the future.

The following areas form part of the future work programme for the Engagement Officers, designed to strengthen relationships with tenants while helping the council continually improve its services.

Activities such as garden competitions will encourage pride in neighbourhoods and promote positive community spirit. Community litter picks and seasonal events such as a Christmas event will provide opportunities for residents to come together, build connections, and contribute to improving their local environment. A mystery shopper initiative will help assess the quality and accessibility of council services from a tenant perspective, while improvements

to the council website and the development of a clear structure for feedback will ensure residents can easily share their views and experiences.

Engagement Officers will also work closely with key partners to deliver these activities effectively, while supporting priorities linked to the Housing Revenue Account (HRA) and Tenant Satisfaction Measures (TSMs). In addition, the creation and support of local focus groups will provide a platform for tenants to regularly share feedback, influence decision-making, and help shape future service improvements.

Appendix B

Engagement Team - Work Programme 2025

TIA – Transparency Influence and Accountability Standard

TSP – Tenant’s Scrutiny Panel

TSM – Tenant’s Satisfaction Measures

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	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Status	Outcomes	Evidence/ Engagement Team Contribution	Follow on/ Feedback Loop
1	Recruit Engagement Team City-Wide	Engage with tenants and take their views into account when designing and delivering services	Tenants initially prioritised the need for engagement officers and TSP members actively involved in the recruitment process	Complete	Dedicated team in place to carry out engagement activities across the city, increase in engagement activity and involvement in service development from the City’s diverse tenant population.	Team Structure and work programme	Work programme developed and scrutinised by TSP
2	Support and facilitate the TSP and encourage membership City Wide	Engage with tenants and take their views into account when designing and delivering services and scrutinise performance	Tenants coming up with ideas to increase representation and set agenda	Complete	Terms and reference agreed. Bi-monthly meetings. TSP inputting into service design, delivery and scrutinising performance. 20 active members	Diverse membership of TSP	TSP have developed their own work plan for their meetings
3	Facilitate Pop -Up Housing Offices City Wide	Treat customers with fairness and respect and provide information and accessible services	TSP has provided feedback on improving pop up offices to make them more accessible	Complete	6 regular pop ups across the city are established with over 3400 residents attending last year. 98 % satisfaction, attendee’s representative of tenant population. Timings have been adjusted in line with tenant feedback and offices now been made permanent	Pop up analysis in review report	TSP providing ongoing feedback and satisfaction surveys with participants

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Status	Outcomes	Evidence/ Engagement Team Contribution	Follow on/ Feedback Loop
4	Support for St Matthews TARA AGM East District	Engage with tenants and take their views into account when designing and delivering services	TARA is run by tenants and Chair advised on what support was required from Engagement Officer	Complete	Over 100 residents attended TARA AGM and elected Chair and supported work programme for the estate	Notes from AGM	Ongoing support for TARA
5	Posters developed in community languages to promote housing surgeries in St Peters. East District	Provide information and accessible services. Supporting Diverse needs.	Some tenants were not aware of housing surgeries and where to access housing information on the estate	Complete	Increase in tenants attending surgeries	Attendance at surgeries	Feedback from attendees on how they were made aware of the session
6	Support for Wycliffe Ward Meeting East District	Provide information about services and accessible services	Tenants highlighted key issues about condition of the estate	Complete	City Warden Service scrutinised by TSP	Notes from meeting	Regular reporting on performance to be on TSP agenda
7	Participated in Christmas Fete 2025 at Saffron South District	Engage with tenants and take their views into account when designing and delivering services	Local Tenants requested presence of Engagement Team	Complete	Encouraging tenants to participate in engagement activities, residents from area regularly participate in TSP	Membership of TSP	Continue to identify local events to engage
8	Attending Burns Flats Action Group and produced local Newsletter West District	Engage with tenants and take their views into account when designing and delivering services	Tenants have actively been involved in highlighting how they want service improved and what to include in Newsletter	Complete	Increased satisfaction with cleaning in blocks. Deep cleaning taking place. New door entry system being implemented	Newsletter Notes from meetings	Feedback on actions taken away from these sessions
9	Had stall at Wesley Hall with other organisations attending	Information about services	Engagement with hard-to-reach tenants	Complete	Advice and assistance provided to tenants and raised awareness of housing services	Record of event	Collaborate with other organisations

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Status	Outcomes	Evidence/ Engagement Team Contribution	Follow on/ Feedback Loop
	East District						(NHS) for shared support
10	Litter picking with Saffron Litter Wombles South District	Information about services and engaging with tenants	Tenants have highlighted how services can be improved	Complete	Assistance and support provided to tenants	Record of event	Feedback from TSP members on how we can support their work
11	Participating in local event, groups and foodbanks	Information about services	Tenants have highlighted how services can be improved	Complete	Advice and assistance provided to tenants and raised awareness of housing services	Record of event	Continue to identify similar local events to engage
12	HRA Consultation City-Wide	Engage with tenants and take their views into account when designing and delivering services	Tenants actively participated in consultation	Complete	Decisions shaped on how HRA budget would be spent on services	Final report	Report back feedback on consultation outcome
13	Attending local parents' evenings in highly tenanted areas City-Wide	Engagement with tenants and information about landlord services.	Tenants engaged with the team to share their views.	Ongoing	Harder to reach tenants felt heard and were made aware of support available. Engaged with school staff to raise awareness of pop ups.	Record of event	Continue to engage with school staff to provide housing support that they require for parents.
14	Honourable Citizens Award City Wide	Fairness and Respect	Members of the TSP nominated for their efforts in the community	Ongoing	Tenants felt appreciated and encouraged to keep doing the great work they do.	First award presented in Jan 2026	Identify further deserved tenants for the award

Engagement Team - Work Programme 2026

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Start Date	End Date	Outcomes	Evidence Engagement Team Contribution by District	Follow /on Feedback Loop
Citywide Actions								
1	Support and facilitation for TSP City-Wide	Engage with tenants and scrutinising performance	Tenants actively identifying what can be done to improve representation and agenda for TSP	Ongoing		Work plan for meetings, scrutinising service, performance and participation in consultations		
2	Arranging training for TSP members City-Wide	Engagement with tenants and scrutinising performance	Tenants participating in training	Jul 2026		Increase in service areas scrutinised		
3	Support and facilitation for housing pop ups offices City-Wide	Treat customers with fairness and respect and provide information and accessible services	TSP to review analysis of pop ups	Ongoing		Improved TSM outcomes		
4	Monitor, analyse and review membership of TSP, attendees at pops and other events City-Wide	Equitable outcomes for tenants	Scrutinise analysis, suggestions to address under representation	Ongoing		Making data informed decisions and always recording key conversations		
5	Develop engagement website	Engage with tenants, provide accessible information and scrutinise performance	Tenants to test and input into development of website	Dec 2026		Increased channels of engagement, increase in satisfaction TSM indicators		

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Start Date	End Date	Outcomes	Evidence Engagement Team Contribution by District	Follow /on Feedback Loop
6	Identify tenants who want to be involved in; local engagement work and be tenant champions City-Wide	Engage with tenants and take their views into account when designing and delivering services	Active bank of tenants prepared to be active in engagement activity	Ongoing		Allow for fresh perspective and diverse tenants opinions surrounding important matters		
7	Environment Budget Proposals City-Wide	Engage with tenants and take their views into account when designing and delivering services	Tenants carrying out estate walks and highlighting improvements to be put forward as proposals	Apr 2026	May 2026	Final proposals shaped by tenants to improve satisfaction with local areas		
8	Engagement with tenants on new Personal Emergency Evacuation Plans (PEEPS) City-Wide	Engaging with tenants and Diverse needs Provide information about services	Involvement of TSP in new developing form and procedure	May 2026		New PEEP plan and process better suited to meet needs of tenants. Improved TSM outcomes		
9	Mystery Customer Shopper Exercise City-Wide	Fairness and respect	Participating in exercise and scrutinising findings	Jun 2026		Improved TSM outcomes		
10	Garden Competition City-Wide	Engagement with tenants	Tenants to nominate their gardens	Jun 2026		Tenants feel proud of their outdoor spaces and share this with others.		

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Start Date	End Date	Outcomes	Evidence Engagement Team Contribution by District	Follow /on Feedback Loop
11	Set up Repairs focus groups City-Wide	Provide information about services and scrutinise performance	Involvement in focus Groups	Sep 2026		Allow us to make tenant informed decisions surrounding repairs.		
12	HRA consultation City-Wide	Engage with tenants and take their views into account when designing and delivering services	TSP members attended meeting with Housing Director to share their views. All tenants invited to complete survey	Dec 2026		All tenants provided transparency with decisions and accessible opportunities to share their views.		
13	Engagement with sheltered housing residents City-Wide	Engaging with tenants and Diverse needs	Residents actively participated in discussions around their home.	Ongoing		Engage with harder to reach tenants.		
14	Pets Policy City-Wide	Review Pets Policy based on Renters Rights Bill.	Consultation meetings to be held with Tenants– face to face, and during TSP meetings before drawing up policy.	Ongoing		Develop new Pets Policy based on feedback.		
15	Opt out of Engagement indicator for Northgate City-Wide	Treat customers with fairness and respect	Tenants to notify us of their preferences for us to log.	Ongoing		Ensure that tenants wishes are respected and logged for communication preferences.		

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Start Date	End Date	Outcomes	Evidence Engagement Team Contribution by District	Follow /on Feedback Loop
West District Actions								
1	Attendance at Burn's Flat Meetings	Engaging with tenants and providing information. Tenants scrutinising performance	Tenant highlighting groups and activities they want the Engagement team to support. Scrutinising analysis of demographic profile of participants and effectiveness of engagement	Ongoing		Providing a presence during tenant meetings to listen, acknowledge and feedback where required.		
2	Supporting the formation of a TARA in New Parks	Engaging with tenants and providing information. Tenants scrutinising performance	Run by tenants, for tenants. Providing a central location and conduit for locals to gain advice and information.	Apr 2026		Allow a localised place for tenants to gain advice and support around their tenancy.		
East District Actions								
1	Support St Matthews TARA	Engaging with tenants and providing information. Tenants scrutinising performance	Run by tenants, for tenants. Providing a central location and conduit for locals to gain advice and information.	Ongoing		Allow a localised place for tenants to gain advice and support around their tenancy.		
2	Set up litter picking group in the East	Engaging with tenants	Tenants actively participating in the litter picks and promoting to locals	Mar 2026		Make the area cleaner. Acting on tenant feedback to provide a	Photos	

	Action City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Start Date	End Date	Outcomes	Evidence Engagement Team Contribution by District	Follow /on Feedback Loop
						shared community initiative.		
3	Recruitment drive for TSP members from high rise buildings	Engaging with tenants	Letters sent to all tenants residing in tower blocks to register their interest in joining TSP	Ongoing		Representation of high rise tenants in TSP.		
South District Actions								
1	Support the formation of TARA in the South	Engaging with tenants and providing information. Tenants scrutinising performance.	Run by tenants, for tenants. Providing a central location and conduit for locals to gain advice and information.	Ongoing		Allow a localised place for tenants to gain advice and support around their tenancy.		
2	Set up litter picking group in the South	Engaging with tenants	Tenants actively participating in the litter picks and promoting to locals	Mar 2026		Make the area cleaner. Acting on tenant feedback to provide a shared community initiative.	Photos	
3	Eyres Monsell Community Day	Engaging with tenants	Will be attended by tenants from diverse and hard to reach backgrounds. Celebrating diversity in the community.	Jun 2026		Community cohesion and getting to understand harder to reach communities	Photos	

Housing Scrutiny Committee
Work Programme 2026-2027

Meeting Date	Item	Recommendations / Actions	Progress
9 July 2026	Introduction to Housing Mr X – Verbal update Income Collection Annual update Environmental Budget & Public Realm update Mutual Exchange Swap Scheme Tenant Engagement - Annual Report 25/26 & proposed Tenant Engagement Team work programme		
7 September 2026	Housing Complaints Repairs & maintenance update (inc Damp & Mould & Voids) Renters Right Act update Allocation Policy review		
10 November 2026	Tenant Scrutiny Panel update. Health & Safety Compliance Update (Gas, Electrical, Fire, Legionella, Asbestos Management, Lifts) Housing Regulator update		

	<p>Homelessness Strategy & Operational performance update (inc Temporary accommodation & £50m update)</p> <p>Who gets Social Housing</p>		
18 January 2027	<p>Housing Support and District Service performance (inc update on Tenant Engagement & Pop Up Housing Offices)</p> <p>HRA Budget 27/28 proposals</p> <p>Council GF Budget proposals</p>		
1 March 2027	<p>Maintenance Charges update</p> <p>Awaabs Law update</p> <p>Stock Condition and Housing Capital Programme update (including District Heating investment)</p> <p>Housing Building & Acquisition update</p> <p>Supported Housing Act update</p>		

Forward plan items 2026-27:

Topic	Detail	Proposed Date
Leaseholder Services and Operational Performance Update		TBC
District Heating investment		TBC
Adaptations Strategy		TBC
Mr X - update		TBC

