



Housing Revenue Account Budget (including Capital Programme) 2026/27

Overview Select Committee: 2nd February 2026
Full Council: 25th February 2026

Decision to be taken by: Council
Lead director: Chris Burgin, Director of Housing

Useful information

- Ward(s) affected: All
- Report authors: Chris Burgin, Director of Housing &
Stuart McAvoy, Head of Finance

1. Purpose

- 1.1 The purpose of this report is for Full Council to consider and approve the City Mayor's proposed Housing Revenue Account (HRA) budget for 2026/27.

2. Summary

- 2.1 Throughout the changing financial landscape since self-financing was introduced in 2012, the HRA has consistently delivered balanced budgets. This report proposes a balanced budget against a difficult financial backdrop for local authorities, with additional pressure arising from housing regulation changes, and the erosion of income from the continuing loss of stock through Right to Buy (RTB).
- 2.2 The maximum rent increase that can be applied for HRA tenants in 2026/27 is 4.8%, this being CPI+1% as at September 2025. This report details the continued inflationary pressures being faced by the service and, therefore, proposes a core rent increase in line with the maximum rate permitted. Applying a rent increase below 4.8% would lead to a budget shortfall, and further work would be required to bridge this gap; if, for example, a 2.5% increase was to be applied then this would lead to a £2m shortfall in the budget.
- 2.3 The proposals within this report are for the charges to tenants and leaseholders (homeowners) for services they receive to be representative of the underlying cost of the service being provided. The installation of heat meters for those tenants and homeowners connected to the District Heating network has enabled people to pay the direct cost of what they consume; this report seeks approval of the unit rate per kWh charge, along with the standing charge. For those tenants without heat meters there is the continued need to apply a fixed charge which is not directly linked to usage.
- 2.4 There is a comprehensive capital maintenance programme in place to ensure that homes are properly maintained, and this is supplemented with investment into the wider estate. The proposals in this report support the continuation of this approach.
- 2.5 Consultation on the proposals within this report will have taken place with the tenants and leaseholders, the Housing Scrutiny Commission, and the Overview Select Committee.

3. Recommendations

3.1 Full Council is recommended to:

- i) Note the comments from the tenants and leaseholders at Appendix G, the Housing Scrutiny Commission at Appendix H, and the Overview Select Commission at Appendix I;
- ii) Approve the Housing Revenue budget;
- iii) Approve a Capital budget for 2026/27 of £11.66m;
- iv) Approve rent changes for tenants for 2026/27 as follows:
 - 4.8% increase to core rent;
 - 4.8% increase to garage rent.
 - 4.8% increase for Hostel rent and service charges;
 - 4% increase for Gypsy and Traveller plot rent;
- v) Approve service charge changes for tenants and leaseholders for 2026/27 as follows:
 - A reduction in the charges for District Heating as set out in section 4.6.2, including a 16% reduction in the variable charge for metered heat and a 22% reduction in the fixed metered charges;
 - applying increases to all other service charges of 3.8%, in line with CPI.
- vi) Agree to delegate to the City Mayor the authority to vary service charges by the extent to which this represents a change to the cost of providing those services.
- vii) Note the equality impact assessment of the proposed revenue and capital reductions required to present a balanced budget, at Appendix J;
- viii) Note that the scheme of virement (included within the General Fund Revenue Budget report which is also on your agenda) applies also to the HRA budget with total expenditure and total income acting as budget ceilings for this purpose;
- ix) For those schemes designated immediate starts, delegate authority to the lead director to commit expenditure, subject to the normal requirements of contract procedure rules, rules concerning land acquisition and finance procedure rules;
- x) For the purposes of finance procedure rules determine that service resources shall consist of service revenue contributions; HRA revenue contributions; and government grants/third party contributions ringfenced for specific purposes;
- xi) As in previous years, delegate to the City Mayor:
 - Authority to increase any scheme in the programme, or add a new scheme to the programme, subject to a maximum of £10m corporate resources in each instance;
 - Authority to reduce or delete any capital scheme, subject to a maximum reduction of 20% of scheme value for “immediate starts”; and
 - Authority to transfer any “policy provision” to the “immediate starts” category.
- xii) Delegate to directors, in consultation with the relevant deputy/assistant mayor, authority to incur expenditure up to a maximum of £250k per scheme in respect of policy provisions on design and other professional fees and preparatory studies, but not any other type of expenditure;
- xiii) Note that the capital strategy in the Capital Budget report applies also to the HRA.

4. Report

- 4.1 The overall aim of Leicester City Council's Housing Division is to provide a decent home within the reach of every citizen of Leicester. This underpins the priorities for the HRA budget.
- 4.2 The HRA operates in a self-financing environment. Spending priorities are made in the context of needing to achieve the right balance between investing in, maintaining and improving the housing stock, providing landlord services to tenants, building new homes and supporting and repaying housing debt of £313m. The HRA budget is set by modelling expected levels of income and expenditure.
- 4.3 This report identifies the pressures facing the HRA in 2026/27 (most of which are unavoidable) followed by measures which would be required to set a balanced budget. These include proposals for increases to rent and service charges and savings from efficiency measures.

4.4 Revenue Cost Pressures

- 4.4.1 In recent years the primary external pressure on the HRA has been a loss of income from Right to Buy sales. Whilst this is expected to continue along with some inflationary pressures, complying with new legislation and Regulation also features as a key challenge. Table 1, below, summarises the known pressures and budget growth requirements within the HRA:

Table 1: Revenue Cost Pressures	2026/27 £000
Legislative & Regulatory Pressures	2,098
Increase in capital expenditure	1,100
Right to Buy sales	1,094
Staffing growth	774
Running costs	602
Interest & Debt	223
Other Pressures	353
Total Cost Pressures	6,244

4.4.2 Legislative & Regulatory Pressures

There is a pressure arising from the need to create additional capacity and resource in relation to the implementation of Awaab's Law, alongside the continued roll out of Electrical Installation Condition Reports (EICR's).

4.4.3 Capital Expenditure Financed from Revenue

The default source of funding for the maintenance aspects of the HRA capital programme (i.e. excluding affordable housing) is from revenue resources, which in 2025/26 amounted to £10.56m. In 2026/27 the figure increases to £11.66m, representing a revenue pressure. The detail of changes to specific schemes is within section 4.8, below.

4.4.4 Right to Buy

From November 2024, the maximum discount a tenant is eligible for when purchasing their property reduced from £102,400 to £24,000. This should aid the long-term finances of the HRA, through the loss of a smaller number of properties and through the retention of a higher capital receipt when properties are sold. There was a surge in applications prior to November 2024, in anticipation of the changes, and these applications are still being processed. As a result, it is predicted that the HRA will suffer an income loss of £1.1m in 2026/27 from sales under Right to Buy. Whilst a reduction in dwelling stock should lead to reductions in associated expenditure on managing and repairing those properties, the economies of scale that come from managing a large portfolio are gradually being eroded. Longer term, the changes to RTB eligibility and discount levels should help lead to a more financially sustainable HRA.

4.4.5 Staffing growth

There are various areas in the division where increased staffing is required for 2026/27. Pest control staff are to be sought at a cost of £230k to make local areas cleaner and target locations with persistent pest issues. Secondly, the complaints team require growth of £89k to fund a complaints manager and 1.5 FTE complaints officers to ensure any tenant complaints are dealt with in a timely and efficient manner. Thirdly, a repairs QC and a Training Safety Coordinator are required to assist with training and process improvement, as well as ensuring compliance with standards outlined by the Housing Regulator. Furthermore, 5.5 FTE Neighbourhood Housing Officers are required to help support access work, including PEEP regulation measures. There will also be £85k to fund a Principal Accountant post to deal primarily with HRA matters due to complexities within the division.

4.4.6 Running Cost Inflation

Inflation affects almost all areas of HRA running costs and is largely unavoidable. Contracts are reviewed as required to ensure that best value is being obtained, but the HRA is subject to wider market forces over which it has little influence. For 2026/27, materials and contractor inflation are forecast to be £0.3m higher than 2025/26. Other service costs, including cleaning and vehicle costs, are increasing due to inflation, which causes a pressure of £0.3m.

4.4.7 Interest & Debt

Over the lifespan of the assets, HRA finances are improved through the building and acquisition of properties for affordable rent. This new supply relies on prudential borrowing, on which interest must be paid, and interest charges are expected to decrease by £0.16m in 2026/27 due to the fall in the base rate of interest. However, the HRA also holds cash balances on which it earns interest; due to the reduced interest rate, £0.38m less will be earned in interest in 2026/27.

4.4.8 Other Pressures

Estates warden services require growth of £140k to ensure there is adequate coverage during annual leave periods and to increase the remit to cover work previously conducted by the Green Team. Extra Legionella risk assessments are required at a collective cost of £108k to be in line with government regulations. A further £105k is to be spent on training to ensure that all Housing Managers are trained in line with new guidelines within the Competency and Conduct Standard issued by the Housing Regulator.

4.5 Rent

4.5.1 The primary source of income into the HRA is from the rent charged to tenants. Through the Rent Standard, central government set the rules governing the maximum rent which may be charged and the maximum increase from one year to the next. Whilst the stated aim has been to provide medium-term assurance on a consistent methodology, in practice this has fluctuated. The government has announced a long-term rent settlement permitting increases to rents of CPI + 1% for the next 10 years from April 2026. In 2026/27 social rent increases of up to 4.8% are permitted, reflecting CPI + 1% as at September 2025.

4.5.2 Given the scale of the pressures outlined in section 4.4 of this report, the proposal is to seek approval to apply a rent increase of 4.8%. To apply a rent increase of anything less than this would necessitate either a scaling back of the capital programme, a draw on limited reserves, or revenue service cuts. A rent increase below 4.8% would lead to a loss of income of over £1m for each 1% in 2026/27, and £11.1m over a 10-year period. Importantly, there would be no opportunity to recover this reduction to the base level income by applying a higher rental increase in future years (other than when properties are re-let). This level of increase will also apply to hostels, where all individuals staying at the Dawn centre are eligible for Housing Benefit.

4.5.3 Gypsy & Traveller Plot Rent

Whilst the Gypsy and Traveller sites sit outside the Housing Revenue Account, it is still necessary to set the annual rent for these plots and this is typically incorporated within this report. It is proposed that a 4% rental increase be applied for 2025/26, in line with the combined effect of CPI and wage inflation.

4.5.4 Garage Rent

Whilst garage rents are set separately to dwelling rents it is proposed to increase these by 4.8%, in line with core rent.

4.6 Service Charges

4.6.1 Service charges should be set with the intention of recovering the full cost of providing the service. To ensure parity with costs, it is proposed that a 3.8% increase is applied in 2025/26 in line with inflation (CPI), other than for district heating.

4.6.2 District Heating

Approximately 1,900 tenants and 1,000 homeowners are supplied heating and hot water through the District Heating scheme. Charges are raised on 2 separate bases: those which have a heat meter installed and those which do not.

It is essential to remember that the Council are subject to market forces when buying gas for the District Heating system. We do not control the price of gas and while the Council works to buy gas through ESPO at times that wholesale prices are low ultimately District Heating prices have to reflect the market gas price and these can be subject to rises and external forces. Those on the District heating system and charges

do benefit from a degree of protection from any in year increases in gas because it is usual for the Council to only set the charge levels once per year as part of this budget.

Properties With a Heat Meter

The charges for properties with a heat meter are separated into fixed charges (which are payable regardless of usage) and a variable charge for the heat actually consumed. The forecast underlying cost of gas for 2026/27 is significantly lower and this is reflected in the proposed charges set out in the table below:

	25/26 Annual Charge for Tenants	26/27 Annual Charge for Tenants
Fixed Charges	£140	£91
Billing & Collection	£78	£78
VAT on the above (@5%)	£10.90	£8.47
Total Fixed Charges	£228.80	£177.83
Weekly Charge (over 50 weeks)	£4.58	£3.56

Variable Charge pkWh of Heat	6.30p	5.28p
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It is important to note that the forecast price of gas is subject to change and will crystallise as the year progresses; there may be a need to revise these charges during the financial year.

Properties With No Heat Meter Installed

Where there is no way of charging based on actual heat consumption, fixed charges are applied. The reduction in the forecast price of gas means that the charges for tenants and leaseholders in 2026/27 will be 18% below the level for 2025/26. The proposed charges are set out below:

	2025/26 Annual Charge	2026/27 Annual Charge
1 bed	£885	£716
2 bed	£1,226	£1,002
3 bed	£1,543	£1,267
4 bed	£1,871	£1,542
Other	£470	£369
Avge	£1,087	£886
Average Weekly Charge (50 weeks)	£21.75	£17.71

4.7 Revenue Savings

4.7.1 The proposals within this report meet the identified budget pressure of £6.24m in 2026/27. The proposed changes to rent and service charges at section 4.5 and 4.6 would result in additional income of £5m. Table 2, below, summarises the additional income and proposed savings to deliver a balanced budget:

Table 2: Additional Income & Reductions in Expenditure	2025/26 £000
Dwelling Rent & Service Charges	(5,041)
Rent From Supply of New Housing	(1,105)
Pay Inflation	(98)
Total Savings	(6,244)

4.7.2 Rental Income from Supply of New Housing

The HRA has embarked on an extensive programme of acquiring properties on the open market to increase the number of homes available at an affordable rent. In addition, a programme of building new properties on Council-owned land is underway. Additional rental income will accrue of £1.1m in 2026/27 as a result of this programme.

4.7.3 Pay Inflation

An assumed pay award for 2026/27 of 3% has been built into this budget resulting in an increase in pay costs of £1.2m. This however has been offset by a reduction in Employer's pension contributions, with the rate for 2026/27 falling from 27.8% to 21.8%, generating a saving of £1.3m.

4.7.4 In summary, the proposals outlined in this report will meet the amount required to balance the revenue budget for 2026/27. Appendix A shows a high-level breakdown of the proposed HRA revenue budgets for the year.

4.8 **Capital Expenditure**

4.8.1 The proposed 2026/27 capital programme (excluding budgets slipped from previous years) is £11.66m.

4.8.2 Appendix E outlines the way in which capital works are identified as being required in council dwellings. Appendix F provides wider details of the priorities which direct HRA expenditure, including achievements throughout the last year.

4.8.3 Work is underway in preparing the 30-year HRA Business Plan. Outputs from the HHSRS Stock condition surveys feed into this and will help to inform and manage any risks of increased need for capital investment.

4.8.4 Appendix B shows the proposed capital programme for 2026/27. The following changes to the capital programme are proposed:

4.8.5 Kitchens & Bathrooms

The Kitchen and Bathrooms programme is ongoing with 250 refurbishments anticipated to be completed for 2025/26. For 2026/27 the annual budget will be £1.25m, which will fund a further 250 installations. This factors in slippage of £1.15m from 2025/26.

4.8.6 Boilers

A further investment of £2m has been included to fund boiler replacements, in line with the 2025/26 programme. We aim to replace 480 boilers during 2025/26, and a further 480 in 2026/27.

4.8.7 Re-Wiring

A continuation of the re-wiring budget at the same level as for 2025/26 will help to support full/partial re-wiring at 450 properties across the city.

4.8.8 Re-Roofing, Soffits & Facias

The investment in re-roofing will increase by £0.5m to facilitate a greater number of roof replacements. This will help to address the increase in responsive repairs over the last year. During 2025/26 we aim to have replaced roofs at 120 properties and 160 during 2026/27.

4.8.9 District Heating

The HRA incurs costs in maintaining the secondary network of district heating. The £0.5m cost of this important work in 2026/27 is not passed on to tenants.

4.8.10 Communal Improvements & Environmental Works

This report proposes the continuation of this important work with a further £0.2m budget. Examples of the type of work this has funded over the last year include:

- Eco fencing installed on Humberstone Road to provide security and privacy for tenants.
- Development of a community garden at Meadow Gardens with widened pathways around bungalows to improve access for residents who are wheelchair users. This project has helped tackle food poverty, combat social isolation and reduced void turnover in the area, therefore creating a more settled community. This was a joint project with Public Health.
- Mesh fencing installed on Tudor Road to improve security.
- New bin stores installed at Gresley Close and Oronsay Road to reduce pest problems and fly tipping.
- Knee rails installed on Comet Close to stop cars parking on the grass.
- Internal painting of communal areas at Portmore Close, which has completely transformed these blocks.

4.8.11 Community & Environmental Works – St Peter's Boiler House

£275k has been added to the capital programme to part-fund the demolition of the chimney at St Peter's Boiler House; further budget will be required in 2027/28.

4.8.12 Communal Flat Improvement Programme

The improvements to communal flats is set to continue, with £0.2m being included in the capital programme to continue funding the replacement of external cladding, which has become dated, with more efficient materials which will also be easier to maintain.

4.8.13 Loft Insulation

A further investment of £0.1m has been proposed to fund loft top ups, in line with the 2025/26 programme. This is required to improve energy efficiency as well as ensuring that insulation meets current standards.

4.8.14 Door entry replacements

£250k has been added for a further year to continue funding the replacement of various door entry systems. Many of these systems are dated and due to their age are

becoming very expensive to repair. This programme is required to ensure the systems are kept up to standard.

4.8.15 St Matthews Estate Balcony/Walkway Work

A further £0.2m is being added to the capital programme towards balcony/walkway work across the St Matthews Estate, including balconies and walkways.

4.8.16 St Matthews Centre

£0.5m has been added to the capital programme for 2026/27 to fund renovation works at St Matthews Centre. This report seeks to add this to the programme as a policy provision, with its use being subject to further details in a future Executive Decision.

4.8.17 Supported Housing Refurbishment

£0.2m has been added to the capital programme for 2026/26 to fund refurbishment and reconfiguration works to various unused buildings to change their purpose and convert them into usable premises.

4.8.18 Water Heater & Tank Replacements

A proposed £0.4m will be added to the capital programme to complete water heater and tank replacements.

4.8.19 The financing of the proposed capital programme is shown in the table below:

Table 3: Financing of HRA Capital Programme	2025/26 £000	2026/27 £000
Funded From Revenue	10,560	11,660
Funded From Reserves	0	0
Funded From 2025/26 Revenue Underspends	400	0
Funded From Right to Buy Receipts (incl. Allowable Debt)	12,000	0
Funded from Borrowing	18,000	0
	40,960	11,660

4.9 HRA Reserves

4.9.1 Drawing down on reserves in an attempt to avoid the need to make savings is only viable as a short-term approach to meeting any budget shortfall. Reserves are better utilised in meeting one-off costs, to support the delivery of long-term efficiencies and providing cover for major repairs. In keeping with this approach, no reserves are proposed to be used to balance the budget for 2026/27.

4.9.2 Projections of the HRA reserve position at the end of 2025/26 indicate that there will be only limited unallocated reserves, in the region of £0.5m. This is a very small sum, particularly given the short and medium-term financial risks facing the HRA.

Forecast Opening Reserves Balance as at 1 st April 2026	£17.8m
Amount held to cover minimum working balances	£5.0m
Amount held to finance prior years' capital approvals (including policy provisions)	£7.7m
Earmarked for future anticipated calls on reserves	£4.6m
Forecast Unallocated Reserves Balance as at 31st March 2027	£0.5m

5. Financial, legal and other implications

5.1 Financial implications

5.1.1 This report is exclusively concerned with financial issues.

Amy Oliver, Director of Finance

5.2 Legal implications

- 5.2.1 The Council is obliged to formulate proposals in relation to
- (a) the income of the authority for the year from rents and other charges in respect of houses and other property within their Housing Revenue Account;
 - (b) the expenditure of the authority for the year in respect of the repair, maintenance, supervision and management of such property; and
 - (c) such other matters connected with the exercise of the authority's functions in relation to such property as the Secretary of State may direct.
- 5.2.2 Proposals under the above, should secure that the account for that year does not show a debit balance. (s.76 Local Government and Housing Act 1989).
- 5.2.3 The Council is also required to ring-fence the HRA to ensure that only monies received and spent for obligations and powers under the Housing Act 1985 can be paid into and out of the HRA (s.75 and Schedule 4 Local Government and Housing Act 1989).

Shazmina Ghumra (Principal Lawyer) Civil Litigation
24/11/25

5.3 Equalities implications

- 5.3.1 When making decisions, the Council must comply with the Public Sector Equality Duty (PSED) (Equality Act 2010) by paying due regard, when carrying out their functions, to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not. In doing so, the council must consider the possible impact on those who are likely to be affected by the recommendation and their protected characteristics.
- 5.3.2 Protected groups under the Equality Act 2010 are age, disability, gender re-assignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex and sexual orientation.
- 5.3.3 The report recommendations with regards to increases in rent is likely to have a negative impact on people from across a range of protected characteristics by impact on household budgets. However, the work being carried out from income raised by the rent increases will lead to positive equality impacts, particularly on increased space and adaptations being made to homes. Continued investment

in building and acquiring new energy-efficient homes helps address the housing shortage and overcrowding, advancing equality of opportunity for those on the housing waiting list.

- 5.3.4 An Equality Impact Assessment has been carried out and will continue to be updated as consultation continues to reflect information that is collated.

Equalities Officer, Surinder Singh Ext 37 4148
Dated 25 November 2025

5.4 Climate Change and Carbon Reduction implications

- 5.4.1 Housing is responsible for around a third of Leicester's overall carbon emissions. Following the city council's declaration of a Climate Emergency in 2019 and its aim to achieve net zero carbon emissions for the city and council addressing these emissions is vital to meeting our ambition, particularly through the council's own housing where it has the highest level of influence and control.
- 5.4.2 Opportunities to reduce the energy use and carbon emissions of properties should be identified and implemented wherever possible. In the case of newly built or purchased dwellings this means meeting a high standard of energy efficiency and providing low carbon heating and hot water systems, as provided in climate change implications for relevant reports. Additionally, the programme of maintenance for existing housing properties should provide opportunities to improve their energy efficiency, which should be investigated where practical. Improving energy efficiency should also help to ensure that housing reaches a high standard, reduce energy bills for tenants and help to limit maintenance costs.
- 5.4.3 Further detail of actions being undertaken to improve energy efficiency are noted in the report and within Appendix F as part of 'Priority three – Sustainable Leicester', including the construction of new energy efficient council homes, the installation of energy efficiency measures including insulation, LED lighting and upgraded heating in properties and heat metering for properties on the district heating network.

6. Background information and other papers:

None

7. Summary of appendices:

Appendix A: Proposed HRA Revenue Budget 2026/27

Appendix B: Proposed HRA Capital Programme 2026/27

Appendix C: Other Service Charges and Payments 2026/27

Appendix D: Leicester Average Rents Comparison

Appendix E: Planning Capital Works in Council Dwellings

Appendix F: How Priorities Are Assessed for HRA Expenditure

Appendix G: Feedback from Consultation with Tenants' and Leaseholders' Forum

Appendix H: Minutes of the Housing Scrutiny Commission

Appendix I: Minutes of OSC

Appendix J: Equality Impact Assessment (EIA)

8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?

No

9. Is this a "key decision"?

No

Proposed HRA Revenue Budget 2026/27

		- 2026/27 -		
	2025/26 Current Budget £000	2026/27 Budget Pressures £000	2026/27 Savings & Reductions £000	Proposed 2026/27 Budget £000
Income				
Dwelling & Non-Dwelling Rent	(90,733)	1,094	(6,105)	(95,744)
Service Charges	(12,902)	0	(44)	(12,946)
Total Income	(103,635)	1,094	(6,149)	(108,690)
Expenditure				
Management & Landlord Services	31,790	538	(95)	32,233
Repairs & Maintenance	35,408	2,926	0	38,334
Interest on Borrowing	13,113	223	0	13,336
Charges for Support Services	6,134	174	0	6,308
Contribution to GF Services	6,630	189	0	6,819
	93,075	4,050	(95)	97,030
Capital Funded From Revenue	10,560	1,100	0	11,660
(Surplus) / Deficit Before Reserves	0	6,244	(6,244)	0
Funding From Reserves	0			0
Contributions To Reserves	0			0
(Surplus) / Deficit	0	6,244	(6,244)	0

HRA Capital Programme 2025/26

The table below shows the 2025/26 capital programme approved in February 2025 (excluding budgets slipped from previous years' programmes), and the proposed programme for 2026/27. Other than the St Matthews Centre (which is being added as a policy provision) all of the schemes listed for 2026/27 are immediate starts.

	25/26 Capital Programme £000	26/27 Capital Programme Additions £000
Kitchens & Bathrooms	2,400	1,250
Boilers	2,000	2,000
Re-wiring	1,610	1,610
Re-roofing	1,500	2,000
Soffits & Facia	150	150
Windows and Doors	50	500
District Heating Maintenance	500	500
Communal Improvements & Environmental Works	200	475
Communal Flat Improvement Programme	200	200
Disabled Adaptations	1,200	725
Fire Risk Works	500	500
Safety Works including Targeted Alarms	100	100
Loft Insulation	100	100
Affordable Housing - Acquisitions & New Build	30,000	0*
St Matthews Balcony/walkway Estate Work	200	200
Door Entry Replacements	250	250
St Matthews Centre	0	500
Supported Housing Refurbishment	0	200
Water Heater and Tank Replacements	0	400
Total Capital Programme	40,960	11,660

*As at the end of October 2025 there was £159m remaining in the HRA Affordable Housing Programme, financed from a range of sources including retained Right to Buy Receipts, grant funding, and HRA borrowing. A bid is being prepared for grant funding to Homes England, which if successful could bring in up to £25m of additional funding.

Other Service Charges and Payments

It is proposed that the payments and charges shown in the table be as follows:

Service Charge	Details of Charges
Replacement Rent Swipe Cards	The charge for a replacement swipe card is £5.00.
Pre-sale questionnaires from solicitors and mortgage providers	Housing Services receive a large number of requests from mortgage providers and solicitors for information in connection with property type / condition and tenancy history. A charge is levied to recover the cost to the council of providing this information. The charge for this is £125 (Note that requests in connection with tenants' statutory rights under Right to Buy legislation are excluded from this charge).
Security Fob Replacements	Where tenants and leaseholders require a replacement security fob these are charged at £10 each.

Payments	Details of Payments																																
Disturbance Allowance	<p>Disturbance allowances are paid when a full property electrical rewire is carried out to an occupied LCC-owned property. A disturbance allowance can also be paid where it is necessary to undertake major works in an occupied property. The disturbance allowances are as follows:</p> <table><tr><td>Bedsit £130</td><td>4-Bed £230</td></tr><tr><td>1-Bed £155</td><td>5-Bed £255</td></tr><tr><td>2-Bed £180</td><td>6-Bed £280</td></tr><tr><td>3-Bed £205</td><td>7-Bed £305</td></tr></table>	Bedsit £130	4-Bed £230	1-Bed £155	5-Bed £255	2-Bed £180	6-Bed £280	3-Bed £205	7-Bed £305																								
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Decorating Allowances	<p>Decorating allowances are paid to new tenants based on the condition of the property on a per room basis. The allowances are paid through a voucher scheme with a major DIY chain. Current allowances are set out below:</p> <table><tr><td>Bathroom</td><td>£45.00</td><td>Halls (flats/bungalows)</td><td>£45.00</td></tr><tr><td>Kitchen</td><td>£56.25</td><td>Hall/Stairs/Landing</td><td>£78.75</td></tr><tr><td>Lounge</td><td>£67.50</td><td>Large Bedroom</td><td>£67.50</td></tr><tr><td>Dining Room</td><td>£67.50</td><td>Middle Bedroom</td><td>£56.25</td></tr><tr><td>WC (where separate)</td><td>£22.50</td><td>Small Bedroom</td><td>£36.00</td></tr></table> <p>The amount payable is capped as follows:</p> <table><tr><td>3+ bed house / maisonette</td><td>£300</td></tr><tr><td>3+ bed bungalow / flat</td><td>£250</td></tr><tr><td>2 bed house / maisonette</td><td>£250</td></tr><tr><td>2 bed flat / bungalow</td><td>£200</td></tr><tr><td>1 bed flat / bungalow</td><td>£150</td></tr><tr><td>Bedsit</td><td>£100</td></tr></table>	Bathroom	£45.00	Halls (flats/bungalows)	£45.00	Kitchen	£56.25	Hall/Stairs/Landing	£78.75	Lounge	£67.50	Large Bedroom	£67.50	Dining Room	£67.50	Middle Bedroom	£56.25	WC (where separate)	£22.50	Small Bedroom	£36.00	3+ bed house / maisonette	£300	3+ bed bungalow / flat	£250	2 bed house / maisonette	£250	2 bed flat / bungalow	£200	1 bed flat / bungalow	£150	Bedsit	£100
Bathroom	£45.00	Halls (flats/bungalows)	£45.00																														
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2 bed flat / bungalow	£200																																
1 bed flat / bungalow	£150																																
Bedsit	£100																																

Average Rents Comparison

The table below compares the rent levels for different types of property in the HRA with rents for similar sized properties across the city.

Property type	LCC HRA	Housing Association 2025 (gross social rents)	Private Sector (LHA rate 2025)	Private Sector (City wide)
	2026/27			Sept 2025
	£	£	£	£
Room only	-	-	£91	
Bedsit (studio)	£80.31	£100.90		£163.38
1 bed	£84.70	£107.82	£124.27	
2 bed	£99.84	£109.47	£149.59	£203.54
3 bed	£111.92	£115.03	£178.36	£237.46
4 bed	£128.29	£137.05	£241.64	£333.23
5 bed	£138.22	£141.83		
6 bed	£149.36	£159.43		

Planning Capital Works in Council Dwellings

Each defined element within a council property is upgraded or renewed in line with good practice, legislative requirements and the changing needs and expectations of our tenants. The table below identifies some of the main criteria for planning major works in council dwellings:

Component for replacement	Leicester's replacement condition criteria	Decent Homes Standard minimum age
Bathroom	All properties to have a bathroom for life by 2036	30 - 40 years
Central heating boiler	Based on assessed condition from annual service	15 years (future life expectancy of boilers is expected to be on average 12 years)
Chimney	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	50 years
Windows and Doors	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	40 years
Electrics	Every 30 years	30 years
Kitchen	All properties to have an upgraded kitchen by 2036	20 – 30 years
Roof	Based on assessed condition for the Stock Condition Survey / Housing Health and Safety Rating System	50 years (20 years for flat roofs)
Wall finish (external)	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	80 years
Wall structure	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	60 years

Asset data for all HRA stock is held on the Northgate IT system. This includes the age, construction type, number of bedrooms, type and age of boiler, the last time the lighting and heating circuits were rewired etc. Condition survey data is also held for certain external elements such as roofs and chimneys, external paths, windows and doors etc.

The proposed capital budget for 2026/27 is not purely based on life cycle and condition survey data; major elements are pre-inspected before they are added to the programme and the repairs history for the property is checked. For example, all roofs are pre-inspected before the order is sent to the contractor. Likewise, all electrical

installations are tested at 30 years and a decision is made whether to carry out a full rewire or part upgrade of the circuits. Properties are not added to the kitchen programme if they have had major repair work carried out in the previous 5 years.

Requests for additions to the capital programme are also received from the Repairs Team if an element requires replacement rather than repair. For example, a roof repair may result in the property being added to the programme.

Some works are reactive such as Disabled Adaptations. There is a joint working protocol between Housing and Adult Social Care, which allocates priority points to each case.

How priorities are assessed for Housing Revenue Account expenditure

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 Housing Revenue Account 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

This appendix sets out how we are meeting these priorities and the plans for investment in our 19,270 (October 2025) council homes and their neighbourhoods.

Priority one – Providing Decent Homes

Just over 1 in 7 homes in Leicester is a council house, flat, maisonette or bungalow. 13.2% of all homes in the city are council homes. It is crucially important that we look after these assets, not just for current tenants, but for those who will live in them for many years to come. When we plan the Housing Capital Programme, we must consider what investment will be needed over at least the next 40 years, not just the next three or four years. We must ensure we do not let the programmes for essential items with long life spans fall behind, for example roofs, boilers, re-wiring, kitchens, and bathrooms.

The Government's Decent Homes target was met in 2011/12. However, to meet the standard on an on-going basis further investment for major works is required.

Major works are planned for all council housing following an assessment of condition, age, tenant priorities and other criteria set as part of the Decent Homes Standard. We have a bespoke software package that enables us to analyse stock condition and plan major work accordingly, when it is required. To ensure we have accurate and up to date information in relation to our properties we have started a programme to visit every property over a 5-year rolling period to undertake a Housing Health and Safety Rating Systems (HHSRS) assessment.

The Government's current definition of a Decent Home was set in 2006. A Decent Home must meet the following four criteria:

- It meets the current statutory minimum standard for housing.
- It is in reasonable repair.

- It has reasonably modern facilities and services; and
- It provides a reasonable degree of thermal comfort.

As well as achieving the Decent Homes Standard, we also address tenants' priorities. The majority of tenants see improvements made within their home as a priority and the priority elements for improvements are kitchens and bathrooms.

Below are some of the main criteria used to plan major works in Council properties:

Component for replacement	Leicester's replacement condition criteria	Decent Homes Standard minimum age
Bathroom	All properties to have a bathroom for life by 2036	30 - 40 years
Central heating boiler	Based on assessed condition from annual service	15 years (future life expectancy of boilers is expected to be on average 12 years)
Chimney	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	50 years
Windows and doors	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	40 years
Electrics	Every 30 years	30 years
Kitchen	All properties to have an upgraded kitchen by 2036	20 – 30 years
Roof	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	50 years (20 years for flat roofs)
Wall finish (external)	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	80 years
Wall structure	Based on assessed condition from the Stock Condition Survey / Housing Health and Safety Rating System	60 years

The table below shows the key Capital Programme work being carried out during 2025 / 26 and our proposals for 2026 / 27.

Programmed element	Achievements and proposals
Kitchens and bathrooms	We expect to have installed 250 kitchens / bathrooms in 2025/26. During 2026/2027 we are expecting to install a further 250. As at the 1 st April 2025, 85% of all council properties have had either a Leicester Standard kitchen or bathroom.
Rewiring	We expect to have rewired 450 homes in 2025/26 and a further 480 during 2026/27
Central heating boilers	Investment is calculated to replace boilers every 15 years based on condition data from the annual gas service. We expect to have replaced 480 boilers in 2025/26 and a further 480 in 2026/27.
Roofing and chimneys	We expect to have installed 120 new roofs in 2025/26 and a further 160 in 2026/27
Central heating systems	We have 54 properties without any form of central heating. In these cases, tenants have refused to have central heating installed. Provision is made in the programme to install central heating on tenant request or when these properties become vacant
Windows and doors	Excluding properties in Conservation Areas where there are often restrictions on the use of UPVC, we have 36 properties that do not have UPVC double glazed windows. In these cases, tenants have refused our previous offers of installing double glazing. Provision is made in the programme to install windows / doors on tenant request or when these properties become vacant.
Structural works	Investment is required to address any structural works identified each year. As well as dealing with structural problems, such as subsidence, issues such as woodwork

	treatment and failed damp proof courses are also dealt with when identified.
Soffits, fascias, guttering	By replacing these items with UPVC, it will help to reduce long term maintenance costs. During 2025/26, we anticipate installing UPVC soffits, fascias and gutters to 106 properties, and a further 105 properties in 2026/27.
Condensation and damp works	On the 27 October 2025 provisions were introduced by Section 42 of the Social Housing (Regulation) Act 2023 (known as Awaab's Law), which means landlords must investigate and fix emergency and significant hazards related to damp and mould within strict timeframes when an issue has been reported. In 2025/26, we expect to complete damp and mould work on 2,820 properties and a further 2,900 in 2026/27.
Safety and fire risk work	Investment is required to implement the planned programme of fire safety measures, as agreed with the Fire Service

The Building Safety Act came into force in April 2022. The Act is principally concerned with improving safety in higher risk buildings (those at least 18 metres in height or those that have at least 7 storeys). We have a Building Safety Manager who is responsible for overseeing work in relation to Building Safety. We are also implementing a new IT module to improve our management of work related to fire safety.

Earlier in the year the Government consulted on a proposed update to the Decent Homes Standard which would extend it from social housing to also include the private rented sector. Other proposed revisions include a new definition of disrepair; a new separate criteria requiring homes to be free of damp and mould and updating the thermal comfort criteria for homes. Current guidelines state the new requirements will be implemented in either 2035 or 2037.

It is crucial that we continue to repair and maintain homes. Responsive repairs are those reported by tenants when something breaks or stops working in their home, which we are responsible for fixing. During 2024/25 80,308 responsive repairs were completed compared to 77,538 in 2023/24. To make sure that the most serious repairs are dealt with first, we have 3 levels of repair priority. During 2024/25 we completed 89.6% of emergency repairs within our 24 hours target. For other repairs we completed 73.2% of these on our first visit. Sometimes we are unable to complete repairs when we first visit if tenants are not at home for their appointment or we need to order in specific parts to complete the work.

During 2024/25 the average time it took to re-let a property after it became vacant was 177 days – this is 7 days less than the previous year. Increasingly major works need to be carried out on our vacant properties to ensure the safety of our new tenants. This work can include asbestos removal, the fitting of new kitchens or bathrooms, rewires, boilers replacements and specialist cleaning, which increases the time properties are vacant. At the end of September 2025, we were carrying out work on 406 vacant properties.

Priority two – Making our communities and neighbourhoods places where people want to live and keeping in touch with our tenants

Key to the delivery of all our services in our neighbourhoods is our income collection. Despite significant challenges brought about by the Cost of Living crisis, the Income Management Team have worked hard to support tenants in paying their rent, ensuring 98.84% of rent was collected in 2024/25. The high rate of income collection enables us to continue delivering high quality services.

Providing decent homes is not just about 'bricks and mortar', it can also lead to improvements in educational achievement and health, help tackle poverty and reduce crime. Creating sustainable communities is also more than housing, it means cleaner, safer, greener neighbourhoods in which people have confidence and pride.

The environmental works and communal areas fund helps deliver significant environmental improvements on estates, such as landscaping, new security measures, community facilities, pocket parks, fencing and communal area improvements. Tenants and ward councillors help decide where this money should be spent, based on their local needs and priorities. These schemes have made significant contributions to improving the overall image, appearance and general quality of life within our estates.

In 2025 / 26 the £200k environmental and communal works budget is being shared across the city in all neighbourhood housing areas. Some of the Environmental works that are being carried out this year include:

- Installing fencing on Humberstone Road to provide security and privacy to residents
- Development a community garden at Meadow Gardens and widening pathways around bungalows to improve access for residents who are wheelchair users.
- Installing mesh fencing on Tudor Road to improve security
- Installing new bin stores at Greasley Close and Oronsay Road to reduce pest problems and fly-tipping
- Installing knee rails on Comet Close to stop cars parking on the grass
- Internal painting of communal areas at Portmore Close

We have worked closely with the Burns Flat's Action Group and local ward Cllrs to carry out improvements for tenants in the area. The Crayburn House Community Rooms are a hive of activity and used regularly by tenants to access services and

support. Coffee mornings and advice sessions are being run there by Team Hub. Cleaning services to the Burns Flats have significantly improved with the input of tenants and we are now consulting on the implementation of the new door entry system. We have also had a dedicated team focusing on tackling anti-social behaviour. This is an excellent example of the council working in partnership with communities to improve the local area making it a better place to live and work for everyone.

The Neighbourhood Improvement Scheme carries out painting, clearing of alleyways, removal of graffiti and other works to improve the look of the local environment.

The Housing Division works closely with the Probation Service through the Community Payback scheme, undertaking tasks such as litter picking, painting, and tidying up the green areas in our estates.

District Managers attend ward community meetings and other local forums where concerns about anti-social behaviour are often raised. We work closely with the police and are involved in the local Joint Action Groups.

We respond vigorously to reports of anti-social behaviour and increasingly, we have seen more complex anti-social behaviour cases. The Council has a specialist team that investigates and resolves these issues. The team has close links with housing officers and the police. Where it is determined that tenants have caused anti-social behaviour, we will deal with this as a breach of tenancy conditions. We also offer security packages to tenants who are victims of anti-social behaviour, such as secure letter boxes and alarms, to help them feel safe in their homes whilst reports are investigated.

We continue to provide our housing management service with local teams so that our staff know the neighbourhoods and communities in which they work. Housing Officers are out and about on their 'patches' and our craft repairs workforce is fully mobile.

Housing office services are provided in shared Council buildings within local communities. In addition to this in March 2025 we have introduced weekly "Pop-Up" Housing Offices at 6 locations across the City. These are New Parks Library, the Tudor Centre, Pork Pie Library, the Brite Centre, the St Matthews Centre and Thurnby Lodge Community Centre. These pop up sessions allow tenants to meet with housing staff, who will deal with their enquiries face to face and provides an opportunity to engage with housing services. The Customer Support service runs a telephone advice line during working hours where tenants can report emergency repairs and tenancy issues. Out of hours emergency calls are taken by an external provider.

Tenants now report their non-emergency repairs through Housing Online. At the start of November 2025, 13,140 (just over 63%) of tenants have registered to access services via Housing Online.

We appreciate that some tenants may have difficulty initially signing up to the Housing Online service and reporting a repair for the first time. To address this, we have a dedicated Housing Online Support telephone line where officers will help set up online accounts and give guidance on how to report repairs.

We also understand there will be a small proportion of our tenants who are digitally excluded and will not be able to use the online service, perhaps because they do not have access to IT devices or Wi-Fi, a disability or a lack of skills or confidence to use this service. Where we identify that this is the case, we flag this on our systems and the tenant can continue to report their repairs to the Customer Support telephone line. No tenant will be left in the position where that they cannot report a repair. At the start of November 2025 we have assessed 2,845 tenants as being digitally excluded, who will continue to report their non-emergency repairs through the Customer Support telephone service.

In 2025 we launched our new Tenant Engagement and Communication Strategy, following consultation with our tenants. The aim of the Strategy is to ensure we have robust opportunities for tenants to be involved in the delivery of housing services provided to them and to ensure they are listened to when new projects, initiatives and services are being introduced.

One action resulting from the Strategy has been the formation of the Tenants Scrutiny Panel. This group of tenants from across the City, will be consulted on key aspects of housing services, including being consulted on the proposals for the Housing Revenue Account Budget.

To support the work we want to undertake to widen our engagement activities, we have recruited a dedicated Engagement Manager and 3 Engagement Officers. We are also in the process of recruiting a Communications Officer to support improved communication to our tenants.

To support the needs of people living in our 1,814 (September 2025) leasehold properties we have a Leaseholders Liaison Team who are responsible for responding to Council leaseholder queries and improving services to meet their needs. Leaseholder Forums take place to allow leaseholders to discuss particular issues affecting this tenure type and to put forward suggestions for improvement.

Priority three – Making Leicester a low carbon city by improving the energy efficiency of homes

Leicester City Council has an ambition to become a climate ready city, which means working towards net zero carbon emissions and adapting to climate change. The Housing Division has a significant role to play in helping Leicester become climate ready through improving operational energy use and insulation, as well as through emissions from construction. The energy efficiency work we have previously undertaken, including our Housing Capital Programme initiatives, has already delivered significant reductions in CO₂.

We have been working towards improving the environmental impact of our homes for many years and during this time we have significantly reduced the CO₂ emissions

from our housing stock. This has been achieved through double glazed window replacements, new central heating installations, new energy efficient boilers, internal and external wall schemes and loft top up insulation works. We have also fitted solar panels to some of our properties. Some specific examples of work we undertook in 2024/25 are:

- All replacement boilers fitted had an A grade energy efficiency rating
- Installing loft insulation in 350 properties.
- Ongoing programme of fitting meters into our properties connected to the District Heating network to enable tenants to better control their energy use and save money on these bills.
- The homes being built as part of our current housebuilding programme have been designed to maximise energy efficiency.

We are committed to ensuring that all new housing developments meet the Future Homes Standard 2025. By integrating this standard, we will ensure that new homes in Leicester are built with the highest levels of energy efficiency, reduced carbon emissions, and no reliance on fossil fuels. This commitment aligns with our broader goals for sustainability and carbon neutrality, contributing to a greener future for the city and ensuring that new homes are resilient and environmentally responsible.

Priority four – Providing appropriate housing to match people's changing needs

The latest Housing Needs Assessment (Leicester City Local Housing Need Assessment & Update Addendum, 2022) identified that Leicester's net affordable housing need is 1,117 additional affordable housing homes per year. Of that total, there is a need for an extra 1,008 affordable rental properties per year in Leicester (over the period 2020-36).

Between 2019 and 2025 1,505 new affordable homes were made available through new build, conversions and acquisitions. This equates to an average of 251 completions a year, well below what has been determined to be needed in the Housing Needs Assessment.

Issues affecting our ability to provide new affordable housing include:

- The lack of available and viable sites for residential development
- Poor and/or negligible success in securing new affordable housing supply via planning gain. Historically, a proportion of our new supply of affordable housing had been delivered via planning gain (Section 106 contributions). For a period now, the proportion and number of applicable planning consents which include planning gain affordable housing has been negligible.
- Significant increases in actual and projected costs and inflation associated with housing development. This has been coupled with a shortage of construction labour and skills, significant shortage of materials and financial uncertainties.
- The reduction in the availability of uncommitted Right to Buy Receipts means our funds for new council housing have been fully committed, We are working up bids

with Homes England to fund future house building projects. It is likely that there will be more reliance on this type of external funding in future years.
Right to Buy sales reduce the number of council homes available at an affordable rent. In 2024/25 we lost 146 homes through Right to Buy sales.

The number of households on the Housing Register was 6,368 on 01/4/2025. Overcrowding remains the biggest reason for households joining the Housing Register and currently accounts for 54% (3,451) of the register.

Demand for Housing is very high in Leicester, but it is also a city with a relatively low average household income. For many, renting from the council or a housing association is the only hope of a decent and settled home.

In order to help meet housing need, there is an active programme of housing development through the Housing Revenue Account. In 2024/25 there were 424 completions of new Affordable Housing. Registered Providers delivered 203 of these completions. We also acquired 111 properties via the Housing Revenue Account. This work is continuing in 2025/26 and beyond.

Vacant Council properties are advertised through Leicester HomeChoice. In 2024/25 1,017 households became new Council tenants.

We subscribe to the national Home Swapper Scheme that enables tenants to identify mutual exchanges. This is particularly important for those tenants who want to move but have a low priority on the Housing Register.

It is important to us that our properties are accessible. This means tenants can remain independent and occupy their own home for as long as possible. It is also essential that we have a supply of accessible homes for those who might need them in future.

Adaptations in tenant's homes are undertaken following an occupational therapy assessment of need. Council tenants do not have to pay for the adaptations that are recommended by an Occupational Therapist. They will be carried out if they are necessary and appropriate, reasonable and practical. If these criteria are not met, alternative solutions may be proposed.

We keep a record of which properties have been adapted so we can allocate them to households on the Housing Register who need the adaptation, when the property becomes vacant.

We have 2,508 homes that have been adapted in some way, of which 117 have been fully adapted for wheelchair users and 2,391 partially adapted with level access into and around the property.
Each year the Capital Programme funds the adaptations of tenants' existing homes where Adult Social Care and Children's Services identify the current tenant or family members need those adaptations.

In 2024/25 we carried out 134 major adaptations, such as new and replacement stairlifts, through floor lifts, level access showers and ramps. We also carried out

283 minor adaptations to tenants' homes, such as installing grab and handrails, fitting shower seats, raising electrical sockets and fitting lever taps.

Due to the increasing demand for adaptations in tenants' homes, £600k has been set aside for this work in 2026/27. We are also in the process of developing an Adaptations Strategy to tackle the current lack of suitable adapted housing available to help tenants to live well.

As well as providing homes, it is also important that we provide support to our tenants to maintain their tenancies. We have a Sensitive Lets and Tenancy Support Procedure which helps to identify suitable housing for tenants who are vulnerable and have complex needs. This is to ensure tenants have the right support in place as soon as they move into their new home.

The Supporting Tenants and Residents (STAR) service provides one-to-one support to council tenants who might otherwise lose their homes. Priority is given to support those who have been previously homeless and those who have other problems which means they are not coping or complying with tenancy conditions. The service also works closely with Children's Services to help looked after children, foster families, children leaving care and other vulnerable families. During 2024/25, there were just 4 evictions for rent arrears and 2 evictions for anti-social behaviour. We have a low eviction rate compared to other authorities, due to the comprehensive support and income collection work we undertake with tenants.

In 2024/25 the Income Management Team helped 1,399 vulnerable households to access the Government's Housing Support Fund. This was money allocated to help people during the Cost-of-Living crisis. On average households received over £600 from this fund. In addition to this the Income Management Team supported tenants to apply for Discretionary Housing Payments. A total £259,153 was paid in awards for all qualifying council tenants.

As part of the Council's response to the invasion of Ukraine, a team within STAR continues to operate to support Ukrainian Refugees to help them settle into their new homes and provide assistance with pathways to employment. The STAR service also includes the STAR AMAL team who provide support for Syrian refugees as part of the Government's resettlement programme.

Housing Officers undertake a programme of Welfare Visits to tenants who may be vulnerable. This contact is an opportunity for us to check whether the tenant is coping in their home and, where appropriate, we signpost or refer people to support services. This is a preventative measure to help sustain tenancies, ensure people are safe and well, and enables us to act before a crisis point is reached.

Our Tenancy Management and Homeless Services were successful in bidding for funding from Public Health England to address substance misuse. This award has allowed us to fund a team of 7 Housing Related Support Workers for three years, and provides additional support to tenants with drug and alcohol dependency issues. The team provides floating support to tenants in their own home to help sustain tenancies and help people engage with treatment services to aid their recovery.

Some people may not have all the skills needed to manage a new tenancy. To help address this need, we have created 11 “trainer accommodation” units in the ZIP building. This provides people with 12 months accommodation in a supported environment. The support includes providing assistance with tasks, such as budgeting, maintaining a home, shopping and cooking, accessing community services, training and education, and keeping healthy. The aim of the project is to give people the skills and knowledge to be able to manage a home when a longer-term council tenancy is granted and to support the sustainment of their new home.

In 2024/25 95.29% of Council tenancies were sustained. This means that 95.29% of people who became new tenants in 2023/24 remained in their tenancy 12 months later. During 2024/25, the STAR service received 928 referrals for support. At the end of 2024/25 the service was supporting 345 tenants to help maintain their home.

Priority five – Making Leicester a place to do business, by creating jobs and supporting the local economy

The Housing Division makes a significant contribution to the local economy.

The Housing Division employs a workforce of just over 1,000 people, funded through the Housing Revenue Account. Additional employment is created with local firms through the procured contracts that the Housing Division has to undertake certain types of work for the Division.

The Housing Division continues to offer craft apprenticeship opportunities each year and boasts the largest programme within the Council. This year, 16 additional apprentices have been recruited to train as Roofers, Gas Engineers, and Electrical Engineers. Currently, there are 48 apprentices in total.

The Housing Neighbourhood Improvement Scheme continues to assist the long-term unemployed by providing pre-employment training and offering a 12-month work placement through the Leicester to Work programme. Each year, 10 individuals are recruited, and this year, 7 have successfully transitioned into roles within the business; 4 of these employees have been successful in the apprenticeship programme.

Regulator of Social Housing Consumer Standards

In April 2024, as part of the Social Housing (Regulation) Act 2023, the Regulator for Social Housing brought in new Consumer Standards that all social landlords are required to meet. The four standards now in place are:

Quality and Safety Standard: Social Housing providers must ensure that homes meet the Decent Homes Standard, and all health and safety assessments have been undertaken. These include areas such as gas, electrical, water, lift and fire safety checks.

Transparency, Influence and Accountability Standard: Ensures that tenants have opportunities to be involved in the decision-making processes in relation to the management of their home and area in which they live. This Standard also places requirements on landlords to listen to tenants', so their voices are heard and that complaints are dealt with effectively.

Tenancy Standard: Requirements are placed on landlords to ensure properties are let fairly and transparently, tenants are supported to remain in their homes and support is available for those who wish to move through a mutual exchange.

Neighbourhood and Community Standard: Addresses the management of communal areas and the role of housing providers play in fostering safe, sustainable communities. This includes tackling anti-social behaviour and promoting neighbourhood wellbeing.

These standards aim to enhance the quality of social housing and services provided, to ensure that residents live in safe, well-managed environments that meet their needs. When determining spend from the Housing Revenue Account Budget as well as meeting our 5 priorities above we also ensure that money is available to meet the specific requirements on The Housing Regulator's Consumer Standards.

Feedback from consultation with Tenants' and Leaseholders'

Combined Summary

Tenant HRA budget 2026/27 consultation

Question 1

What is your opinion of our proposal to increase council home and temporary accommodation rents by 4.8% to ensure services and our improvement programmes are maintained?

377 people responded to this question, 175 (46.42%) supported the proposals or supported them with some concerns. 168 (44.56%) did not support the proposal

Response option	Number of respondents	% of respondents
Fully support	69	18.30%
Support, but with some concerns	106	28.12%
Do not support	168	44.56%
Don't know	27	7.16%
Not answered	7	1.86%

Question 2

What is your opinion of our proposals for service charges to ensure these continue to be provided?

There were 377 responses to this question. 154 (40.85%) supported the proposals or supported them with some concerns. 130 (34.48%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	80	21.22%
Support, but with some concerns	74	19.63%
Do not support	130	34.48%
Don't know	78	20.69%

Not answered

15

3.98%

Question 3a

What is your opinion of our proposals to reduce District Heating charges?

There were 367 responses to this part of the question. 189 (51.50%) supported the proposals or supported them with some concerns. 50 (13.62%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	171	45.36%
Support, but with some concerns	28	7.43%
Do not support	50	13.26%
Don't know	110	29.18%
Not answered	18	4.77%

Housing Revenue Account Budget 2026/27

Tenant and leaseholder consultation feedback

The Tenants Scrutiny Panel (TSP) met on 10 December 2025 to consider the proposed Housing Revenue Account (HRA) budget for 2026/27.

Chris Burgin, Director of Housing, and Alvin Raj, Policy and Engagement Manager, consulted with ten TSP members representing Council tenants on the proposals. The consultation covered the proposed rent levels, service charges, district heating charges, and the allocation of investment within the Capital Programme.

A series of questions were asked to the Tenants Scrutiny Panel in relation to the HRA budget proposals for 2026/27 and the feedback to these were:

Question 1

What is your opinion of our proposal to increase council home and temporary accommodation rents by 4.8% to ensure services and our improvement programmes are maintained?

Response option	Number of respondents	% of respondents
Fully support	1	10.00%
Support, but with some concerns	9	90.00%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

The Tenants' Scrutiny Panel either supported the proposals or supported them with some concerns. The tenant who fully supported the increase acknowledged the reasons for the rent rise and noted that non-council tenants often pay higher rents elsewhere, adding that they would prefer a council property.

The nine panel members who supported the proposals with some concerns acknowledged that 65% of tenants have their full housing costs covered by Housing Benefit or Universal Credit. However, they expressed concern about the remaining 35% of tenants who receive partial or no housing cost support. They felt that, given the current cost-of-living pressures, these tenants would find it challenging to afford the rent increase.

Question 2

What is your opinion of our proposals for service charges to ensure these continue to be provided?

Response option	Number of respondents	% of respondents
Fully support	0	0%
Support, but with some concerns	10	100.00%

Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

All ten members of the Tenants' Scrutiny Panel supported the proposal for service charges, albeit with some concerns. While all acknowledged the rationale for the increased cost of services, the panel felt that tenants are currently paying for services that require improvement. The panel's expectation is that the quality of services delivered should reflect and justify the service charges paid by tenants.

Question 3

What is your opinion of our proposals to reduce District Heating charges?

Response option	Number of respondents	% of respondents
Fully support	10	100.00%
Support, but with some concerns	0	0%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

All ten members of the Tenants Scrutiny Panel fully support the reduction in District Heating charges. Some panel members felt that the savings made on District Heating would help offset increases in other charges, such as rent and service charges. However, this will benefit only tenants that have District Heating.

Question 4

What is your opinion of our proposals on how the Capital Programme is going to be spent ?

Response option	Number of respondents	% of respondents
Fully support	10	100.00%
Support, but with some concerns	0	0%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

All ten members of the Tenants Scrutiny Panel fully support the proposal on how the Capital Programme is to be spent.

Housing Revenue Account Budget 2026/27

Tenant Online HRA Budget 2026 / 27 Consultation

An online consultation on the Housing Revenue Account (HRA) budget proposals took place with Leicester City Council tenants and leaseholders between 5th December 2025 and 21st December 2025.

Tenants and leaseholders were informed of the consultation via email and postal letters. The communications explained the purpose of the consultation and outlined the different ways in which feedback could be provided. This included attending a face-to-face drop-in session at one of 12 locations across the city, or completing the consultation survey online via a weblink provided in the correspondence. Repairs operatives distributed 2,000 leaflets while visiting tenant homes.

Face-to-face drop-in sessions were held at the following locations:

- New Parks Library – 9th and 16th December 2025 11am to 3pm
- Tudor Centre – 9th and 16th December 2025, 11am to 3pm
- Pork Pie Library – 10th and 17th December 2025, 11am to 3pm
- Brite Centre – 10th and 17th December 2025, 11am to 3pm
- St Matthews Centre – 11th and 18th December 2025, 11am to 3pm
- Thurnby Lodge Community Centre – 11th and 18th December 2025, 11am to 3pm.

Engagement Officers recorded the responses at these sessions onto the online consultation portal.

In total 367 tenants and leaseholders responded to the online consultation.

Of these:

- 324 (88.28%) were from tenants
- 41 (11.18%) were from leaseholders
- 1 (0.27%) were from non-tenants and leaseholders
- 1 (0.27%) not answered

A series of questions were asked in relation to the HRA budget proposals for 2026/27 and the feedback to these were:

Question 1a

What is your opinion of our proposal to increase council home and temporary accommodation rents by 4.8% to ensure services and our improvement programmes are maintained?

367 people responded to this question, 165 (44.96%) supported the proposals or supported them with some concerns. 168 (45.78%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	68	18.53%
Support, but with some concerns	97	26.43%
Do not support	168	45.78%
Don't know	27	7.36%
Not answered	7	1.91%

Question 1b

If you have said you do not support the proposal or you support the proposal with some concerns, please state why.

A total of 232 respondents submitted comments in relation to this question. Where comments related specifically to the proposed rent increase, 27 respondents expressed concerns regarding their ability to afford the additional rent. A further 112 respondents indicated that the proposal would exacerbate the financial pressures associated with the current cost-of-living crisis.

In addition, 46 respondents stated that improvements to housing services would be necessary in order to justify the proposed increase, while 16 respondents felt that enhancements to Leicester City Council's housing stock would be required to merit the increase.

Question 1c

What impact do you feel the proposals to increase council home rents may have on you, your family or the wider community?

A total of 257 responses were received to this question. Where comments related to the potential impact of the proposed rent increase, 13 respondents stated that it would have little or no impact. In contrast, 119 respondents indicated that the increase could lead to further financial hardship, poverty, and debt, particularly in the context of the rising cost of living.

Additional impacts identified by respondents included a potential increase in homelessness (4 respondents) and adverse effects on mental health (14 respondents).

In terms of groups perceived to be most affected by the proposed rent increase, the greatest concerns were expressed in relation to families (19 respondents), working people (11 respondents), and people with disabilities (4 respondents). Other groups highlighted included single parents (5 respondents) and pensioners (5 respondents).

Question 2a

What is your opinion of our proposals for service charges to ensure these continue to be provided?

There were 367 responses to this question. 144 (39.24%) supported the proposals or supported them with some concerns. 130 (35.42%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	80	21.80%
Support, but with some concerns	64	17.44%
Do not support	130	35.42%
Don't know	78	21.25%
Not answered	15	4.09%

Question 2b

If you have said you do not support the proposal or you support the proposal with some concerns, please state why.

There were 162 responses to this question. Where feedback related to concerns about the service charge proposals, it was similar to that received in relation to the rent proposals. Respondents felt that Housing Services would need to improve to justify the proposed increase. Concerns were also raised about affordability, particularly in the context of rising day-to-day living costs. Where specific service charges were mentioned, the highest number of concerns related to communal cleaning charges (16 respondents), followed by door entry system charges (9 respondents) and laundry room charges (3 respondents).

Question 2c

What impact do you feel the service charge proposals will have on you, your family or the wider community?

There were 147 responses to this question. Of those that commented on the potential impact of the service charge proposals, 18 respondents stated that they would have little or no impact. In contrast, 36 respondents said the proposals could lead to further financial hardship, poverty, and debt, particularly in the context of the rising cost of living.

In terms of which groups may be most affected, the greatest concerns related to tenants with families (4 respondents). Other groups identified as being particularly impacted included pensioners (4 respondents), disabled people (1 respondent), and vulnerable people (1 respondent).

Question 3a

What is your opinion of our proposals to reduce District Heating charges?

There were 367 responses to this part of the question. 189 (51.50%) supported the proposals or supported them with some concerns. 50 (13.62%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	161	43.87%
Support, but with some concerns	28	7.63%
Do not support	50	13.62%
Don't know	110	29.97%
Not answered	18	4.90%

Question 3b

If you have said you do not support the proposal or you support the proposal with some concerns, please state why.

There were 91 responses to this question. 28 people stated the proposal to reduce district heating charges was positive. Despite the proposed reduction in charges 24 people commented on affordability issues related to paying this reduced charge, with comments made generally about rising energy costs and other household bills.

4 people were concerned the proposed reduction is a forecast.

Question 3c

What impact do you feel the District Heating Charge proposals will have on you, your family or the wider community?

There were 88 responses to this question. Of these, 20 respondents felt that the proposal would have a positive impact for tenants and leaseholders on the district heating scheme, as they would pay less for the service. A further 12 respondents stated that the proposal would have little or no impact.

Despite the proposal to reduce district heating charges, 16 respondents stated that the amount they would still be required to pay was too high and could place additional financial pressure on some households. These comments were generally made in the context of wider increases in day-to-day living costs.

A few people commented the proposal would still impact on the elderly and vulnerable people.

Question 4a

What is your opinion of our proposals to increase garage rents by 4.8% in line with the proposed increase of rent for council homes?

There were 367 responses to this part of the question. 114 (31.06%) supported the proposals or supported them with some concerns. 58 (15.80%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	85	23.16%
Support, but with some concerns	29	7.90%
Do not support	58	15.80%
Don't know	163	44.41%
Not answered	32	8.72%

Question 4b

If you have said you do not support the proposal or support the proposal with some concerns, please state why.

There were 89 responses to this question. Where these related to concerns about the proposed increase to garage rents, 15 responses raised concerns about the ability for some

people to pay the increase charge. Generally, comments received were about the maintenance of the garages.

Question 4c

What impact do you feel the proposal to increase garage rents may have on you, your family or the wider community?

There were 70 responses to this question. 21 people stated there would be no or little impact. 17 people stated the proposed increase would add to the financial hardship of people renting garages. 2 responses stated the garages should be demolished to generate additional car parking spaces.

General comments received were about the current pressures of street parking and value for money.

There were no comments received as to whether the proposed garage rents would impact more on a particular group.

Question 5

As a Leicester City Council tenant or leaseholder, what are your top three priorities for how we spend the money?

There were 345 responses to this question. Where services are provided by the Housing Revenue Account, the highest priority by a significant margin was repairs. This was followed by home improvements and modernisation of properties, and then security measures. The table below sets out the full range of priorities identified by respondents.

Service area	Number of respondents	% of respondents
Repairs	197	53.68%
Improvements and modernization of homes	45	12.26%
Security measures	37	10.08%
Upkeep of communal areas in blocks/communal cleaning	8	2.18%
Energy efficiency measures	7	1.91%
Tenant support services	4	1.09%

Building new council homes	16	4.36%
Parking on estates	8	2.18%
Providing value for money	5	1.36%
Tackling anti-social behavior	10	2.72%
Letting empty properties	3	0.82%
Tenant involvement activities	1	0.27%
Providing information to tenants	1	0.27%
Rent	3	0.82%

Background information of respondents:

Ethnicity

Option	Total	Percent
Asian or Asian British: Bangladeshi	4	1.09%
Asian or Asian British: Indian	49	13.35%
Asian or Asian British: Pakistani	4	1.09%
Asian or Asian British: Any other Asian background	15	4.09%
Black or Black British: African	30	8.17%
Black or Black British: Caribbean	9	2.45%
Black or Black British: Somali	3	0.82%
Black or Black British: Any other Black background	1	0.27%
Chinese	2	0.54%
Chinese: Any other Chinese background	0	0.00%
Dual/Multiple Heritage: White & Asian	2	0.54%
Dual/Multiple Heritage: White & Black African	0	0.00%
Dual/Multiple Heritage: White & Black Caribbean	3	0.82%
Dual/Multiple Heritage: Any other heritage background	0	0.00%
White: British	165	44.96%
White: European	11	3.00%
White: Irish	2	0.54%

White: Any other White background	6	1.63%
Other ethnic group: Gypsy/Romany/Irish Traveller	0	0.00%
Other ethnic group: Any other ethnic group	4	1.09%
Prefer not to say	47	12.81%
Not Answered	10	2.72%

Sex

Option	Total	Percent
Female	217	59.13%
Male	109	29.70%
Other	1	0.27%
Prefer not to say	29	7.90%
Not Answered	11	3.00%

Age

Option	Total	Percent
under 18	0	0%
18 - 25	7	1.91%
26 - 35	38	10.35%
36 - 45	67	18.26%
46 - 55	67	18.26%
56 - 65	89	24.25%
66+	70	19.07%
Prefer not to say	20	5.45%
Not Answered	9	2.45%

Disability

Option	Total	Percent
Yes	149	40.60%
No	164	44.69%
Prefer not to say	41	11.17%
Not Answered	13	3.54%

Sexual orientation

Option	Total	Percent
Bisexual	7	1.91%

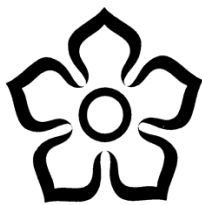
Gay / lesbian	2	0.54%
Heterosexual / straight	262	71.39%
Prefer not to say	55	14.99%
Other	9	2.45%
Not Answered	32	8.72%

Religion and belief

Option	Total	Percent
Atheist	18	4.90%
Bahai	0	0%
Buddhist	3	0.82%
Christian	111	30.24%
Hindu	22	5.99%
Jain	0	0%
Jewish	0	0%
Muslim	56	15.26%
Sikh	1	0.27%
No religion	68	18.53%
Prefer not to say	52	14.17%
Other	8	2.18%
Not Answered	28	7.63%

Parent or carer

Option	Total	Percent
0-4 years	46	12.53%
5-10 years	61	16.62%
11-15 years	50	13.62%
16-17 years	25	6.81%
18+	68	18.53%
Not Answered	207	56.40%



Leicester
City Council

Appendix H

Minutes of the Meeting of the HOUSING SCRUTINY COMMISSION

7. HOUSING REVENUE ACCOUNT BUDGET DRAFT (INCLUDING CAPITAL PROGRAMME) 2026/27

Minute Extract of the Meeting of the HOUSING SCRUTINY COMMISSION

Held: TUESDAY, 13 JANUARY 2026 at 5:30 pm

P R E S E N T:

Councillor O'Neill – Chair
Councillor Bajaj -Vice Chair

Councillor Aqbany
Councillor Gregg

Councillor Gopal
Councillor Singh Sangha

In Attendance: Deputy Mayor – Councillor Cutkelvin

1. HOUSING REVENUE ACCOUNT BUDGET (INCLUDING CAPITAL PROGRAMME) 2026/27

The Director for Housing presented the Housing Revenue Account Budget for 2026/27:

- The Director of Housing advised that the proposed budget for the year was balanced but there were significant pressures that the HRA faced this coming year which totalled over £6 Million.
- The key factors that were causing these pressures were explored. New legislation such as Awaab's Law, regarding mould and damp, which came into place in 2025 had added additional responsibilities to the authority as well as shorter timeframes to handle damp and mould cases. The new Housing Regulator and Consumer standards require new unfinanced actions and tasks. The Regulator is also introducing a new Conduct & Competency framework to further professionalise the Housing for all Housing employees This will result in the authority needing to put a considerable number of housing staff through new training to ensure that the authority was compliant with the new standards.

It was explained that these combined factors alone made up £3 Million of the £6 million total pressures.

- Other pressures included the continued loss of housing stock which was expected to cost the City Council an additional £1 million in the upcoming year as well as the increase in running cost expenses due to inflation which was predicted to cost £750,000. A furthermore, £1 million has also been added to the Capital budget for 26/27.
- An increase of 4.8% on core rent, garage rent, and hostel rent for all Council tenant, garages and hostel rents was proposed to help balance these pressures. An increase in rent of 4% for Gypsy and Traveller was also proposed, the difference in percentage increase was due to the different legislation around Traveller plots.
- Regarding district heating, there was a proposed decrease of 16% in the variable charge for metred heat as well as for those on fixed charges. A further 22% reduction was proposed in the fixed metre charges for tenants with metres.
- There was an increase of 3.8% in service charges proposed.
- It was noted that a number of the capital items were due to remain ongoing and unchanged from the previous year including, boilers, rewires, district heating, soffits and fascias, door entry replacements, kitchens and bathrooms.
- It was also proposed that there would be a reduction in the funding for disabled adaptations to Council properties from £1.2 Million to £725,000. It was explained that the authority was handling demand as currently there was no waiting list for adaptations. Consequently, this reduction would cause minimal impact to the area and help balance the budget The Director of Housing committed to keep an eye on this area and review the funding pot in year if there was any change in the demand.
- A preventative programme of increasing the re-roofing budget was proposed to help tackle the issue of roof repairs and leaks in Council houses. In the previous financial year, it was noted that there was an increase in demand for roof repairs and therefore, the budget of £1.5 million was proposed to increase to £2 million to enable this.
- A programme to upgrade and replace the windows and doors in Council Houses is also proposed to be added. It was stated that the programme which would take place over several years would have its budget increased from £50,000 to £500,000 to intensify the programme's progress.
- A one-off investment of £500,000 was planned for the St Matthew's Centre. While the building was owned by Housing it was being utilised by Libraries, communities and other groups. At the time, plans were being drawn up for the future of the centre, but nothing had yet been decided. It was explained that regardless of what happened, the centre needed investment for any of the proposed plans and that the money had been set aside to provide the necessary headroom.
- A new £200,000 capital line was proposed for a new supported housing project. A unit was identified where alterations could be made to convert it into a new supported housing unit which would further support the work that was being carried out in this area.
- A sum of £400,000 was put aside for water heater and tank replacements This project had become linked with the water safety and Legionella checks which the authority routinely carried out on water tanks. The Director of Housing emphasised that the risk of Legionella could be significantly reduced by having direct fed water rather than having water tanks.
- It was noted that the Housing department was not requesting any additional funding in the year 2026/27 for creating additional affordable housing. This was

due to the fact that the authority already had £159 Million in the funding pot and was in discussions with Homes England to gain an additional £60 Million. Therefore, it was deemed that no additional funding was need for the year. The Director of Housing wanted to make it clear that just because further funding was not being requested, it did not mean that the affordable housing delivery was stopping.

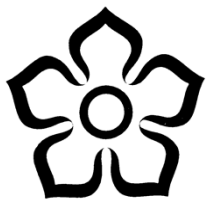
- The Director explained that in both online and face to face discussions with tenants and members of the tenant scrutiny board, the reception to the budget changes were overall supported by a majority.

Comments:

- The tenant's responses were commented on by the Chair and the fact that although the majority approved, it was a small majority. The Chair requested further clarification as to what the causes of this slim approval margin was. It was detailed by the Director of Housing that the main cause of concern among tenants surveyed, was the impact these changes would have on the most vulnerable, particularly with bills increasing and the cost of living and also the impact it would have on those working and required to pay the increase. The Housing department were aware of these concerns and reassured and reminded the commission that the Council had tenancy sustainment rates of 96% which was due the support services provided by the authority. Notably was the Income Management Team who work directly with tenants to ensure they were able to make sustainable payments while maximising income for the Council.
- The affordability of the increase in rents was commented on by Members who wished to learn about the broader impacts of this increase on tenants. The Director of Housing commented that these increases were offset by other pay increases to tenants. It was commented that 60% of Council tenants were on Housing Benefit so they would not be affected, in other areas, Universal Credit increase by 6.2% for 2026/27, Pensions had increased by 4.8% and salaries had increased by 5%. This meant that the overall increase was equivalent to those increases in income people had.
- The topic of Service Charges was raised by the Members who requested further detail on these increases. It was detailed that the authority only charges tenants what it costs the authority, CPI and inflationary pressure had increased to 3.8% hence the proportionate increase. Further reviews of services charges were planned for the rest of the 2026/27 year.
- Questions were raised about the reduction in district heating costs and why they were reducing while several other prices increased across the board. In response it was explained that the City Council only charges its tenants what it costs the authority to buy the fuel. The Council bought gas when it was cheap and in bulk, so the authority has passed those savings on to the tenants.

AGREED:

- The report was noted by the Commission.



Leicester
City Council

Appendix I – OSC Minutes Extract

MINUTE EXTRACT

Minutes of the Meeting of the
OVERVIEW SELECT COMMITTEE

To Follow



Appendix J

Equality Impact Assessment

Title of proposal	Housing Revenue Account Budget (including Capital Programme) 2026/27
Name of division/service	Housing
Name of lead officer completing this assessment	Helen McGarry, Programme Manager
Date EIA assessment commenced	3 rd November 2025
Date EIA assessment completed (<i>prior to decision being taken as the EIA may still be reviewed following a decision to monitor any changes</i>)	23 rd December 2025
Decision maker	Full Council
Date decision taken	25 th February 2026

EIA sign off on completion:	Signature	Date
Lead officer	Helen McGarry	23 rd December 2025
Equalities officer (has been consulted)	Surinder Singh	4 December 2025
Divisional director	Chris Burgin	23 rd December 2025

Please ensure the following:

- e) That the document is **understandable to a reader who has not read any other documents** and explains (on its own) how the Public Sector Equality Duty is met. This does not need to be lengthy but must be complete and based in evidence.
- e) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.

- e) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.
- e) That the equality impact assessment is started at an early stage in the decision-making process, so that it can be used to inform the consultation, engagement and the decision. It should not be a tick-box exercise. Equality impact assessment is an iterative process that should be revisited throughout the decision-making process. It can be used to assess several different options.
- e) Decision makers must be aware of their duty to pay 'due regard' to the Public Sector Equality Duty (see below) and 'due regard' must be paid before and at the time a decision is taken. Please see the Brown Principles on the equality intranet pages, for information on how to undertake a lawful decision-making process, from an equalities perspective. Please append the draft EIA and the final EIA to papers for decision makers (including leadership team meetings, lead member briefings, scrutiny meetings and executive meetings) and draw out the key points for their consideration. The Equalities Team provide equalities comments on reports.

1. Setting the context

Describe the proposal, the reasons it is being made, and the intended change or outcome. Will the needs of those who are currently using the service continue to be met?

The Housing Revenue Account (HRA) operates in a self-financing environment. This means the budget is set by the Council, within Government boundaries, taking into account expected levels of income and predictions on what needs to be spent. Spending priorities are made based on the need to achieve the right balance between investing in, maintaining and improving the housing stock, providing landlord services to tenants, building new homes and supporting and repaying housing debt of £313m.

There is a requirement that the proposed budget for 2026/27 is set as a balanced budget (money spent does not exceed the income received). However, there are a number of pressures (most of which are unavoidable) that are increasing the amount which must be spent. These pressures include:

Legislative and Regulatory Pressures

There is a pressure arising from the need to create additional capacity and resource in relation to tackling reports of damp and mould following the implementation of Awaab's Law, alongside the continued roll out of Electrical Installation Condition Reports (EICR's).

Capital Expenditure Financed from Revenue

An increase in funding is required for the maintenance aspects of the Housing Revenue Capital Programme. It is proposed that to adequately fund this programme

the amount allocated needs to increase from £10.56m in 2025/26 to £11.81m in 2026/27.

Right to Buy

From November 2024, the maximum discount a tenant is eligible for when purchasing their property reduced from £102,400 to £24,000. This should aid the long-term finances of the Housing Revenue Account, through the loss of a smaller number of properties. However, it is predicted that the Housing Revenue Account will still lose £1.1m income from Right to Buy sales in 2026/27.

Staffing growth

There are various areas in the division where increased staffing is required for 2026/27:

- Pest control staff are to be sought at a cost of £230k to make local areas cleaner and target locations with persistent pest issues.
- The complaints team require growth of £89k to fund a complaints manager and 1.5 FTE complaints officers to ensure any tenant complaints are dealt with in a timely and efficient manner.
- A Repairs Quality Control Officer and a Training Safety Coordinator are required to assist with training and process improvement, as well as ensuring compliance with standards outlined by the Housing Regulator.
- 5.5 FTE Neighbourhood Housing Officers are required to help support access work to properties, including Personal Emergency Evacuation Plan regulation measures.
- It is also proposed that £85k will be needed to fund a Principal Accountant post to deal solely with Housing Revenue Account matters due to complexities of this budget.

Running Cost Inflation

Inflation affects almost all areas of Housing Revenue Account running costs and is largely unavoidable. For 2026/27, materials and contractor inflation are forecast to be £0.3m higher than 2025/26. Other service costs, including cleaning and vehicle costs, are increasing due to inflation; together, this causes a pressure of £0.3m.

Interest and Debt

The new supply of housing relies on prudential borrowing, on which interest must be paid. These interest charges are expected to decrease by £0.16m in 2026/27 due to the fall in the base rate. However, the Housing Revenue Account also holds cash balances on which it earns interest; due to the reduced interest rate, £0.38m less will be earned in interest in 2026/27.

Other Pressures

- The Estates Warden service require growth of £140k to ensure there is adequate coverage during annual leave periods and to increase the remit to cover work previously conducted by the Green Team.
- Extra Legionella risk assessments are required at a cost of £108k to be in line with government regulations.
- £105k is needed to be spent on training to ensure that all Housing Managers are trained in line with new guidelines within the Competency and Conduct Standard issued by the Housing Regulator.

Through the Rent Standard, central government set the rules governing the maximum rent which may be charged and maximum annual rent increases, which is currently CPI+1%. As at September 2025 this means the maximum permitted rent increase social landlords can implement is 4.8%.

Taking into account all the pressures being felt, the Housing Revenue Account Budget proposals for 2026/2027 is recommending a 4.8% increase to Council tenant rents. It is reported that applying a rent increase less than 4.8% would either result in scaling back of the Capital Programme, a draw on limited reserves, or service cuts.

As well as this proposed rent increase for 2026/27, the following recommendations are put forward:

- Whilst the Gypsy and Traveller sites sit outside the Housing Revenue Account, it is proposed that a rental increase of 4% is applied for plot rents, in line with the combined effect of CPI and wage inflation.
- A 4.8% increase in garage rents, in line with increases to core rents
- A 4.8% increase in hostel rents and service charges, which aligns with inflation and estimated increases in pay for the delivery of the services

Service charges should be set with the intention of recovering the full cost of providing the service. It is proposed that a 3.8% increase is applied to service charges in line with inflation.

District heating charges (metered properties) – It is proposed that tenants and leaseholders on the district heating scheme, who have meters fitted in their homes will have an annual charge of £177.83 applied for the provision of the service in 2026/27, a reduction from £228.80 in 2025/26. Through the fitting of meters in properties, these tenants will be able to control the amount of energy they use in their property. It is proposed the variable charge p/kwh of heat will be £5.28 in 2026/27, a reduction from £6.30 in 2025/26. The cost of energy use will be charged in addition to the fixed charges and the actual costs will be dependent on the energy use of each household.

District heating charged (non-metered properties) – Where meters are not fitted in properties there is no way of charging based on actual energy consumption. It is

therefore proposed that a combined annual cost charged (fixed costs for providing the service and energy use), will on average be £886 for 2026/27. This is a reduction from the average annual charge of £1,087 in 2025/26.

The following project are those where it is proposed changes are made to the allocation of funding through the Capital Programme:

- The kitchen and bathrooms programme is ongoing with 250 refurbishments anticipated to be completed for 2025/26. For 2026/27 the annual budget will be £1.25m, which will fund a further 250 installations. This factors in slippage of £1.15m from 2025/26
 - A further investment of £2m has been included to fund boiler replacements.
 - A continuation of the re-wiring budget at the same level as for 2025/26 to help support full/part rewires.
 - The investment in re-roofing will increase by £0.5m to facilitate a greater number of roof replacements.
 - £0.5m for maintaining the district heating system. This cost is not passed onto tenants
 - A continuation of the Communal and Environmental Works budget with a further £0.2m for 2026/27
 - £275k has been added to the Capital Programme to fund the demolition of the chimney at St Peter's Boiler House
 - £0.2m has been included in the capital programme to continue funding the replacement external cladding
 - A further £0.1m is proposed to fund loft top up insulation
 - £250k has been added to the Capital Programme for a further year to fund the replacement of door entry systems
 - A further £0.2m is being added to the capital programme towards balcony/walkway work across St Matthews
 - £0.5k is to be added to the Capital Programme to fund renovation works at the St Matthews Centre.
 - £0.2m is being proposed to fund refurbishment and reconfiguration works to various unused buildings to change their purpose and convert them into usable supported accommodation
 - A proposed £0.4m will be added to complete water heater and tank replacements
- The main service need of tenants is that they have a suitably sized, Decent Home, maintained through an effective repairs service with quality tenancy and estate management services. Current service user needs will continue to be met with the recommendations being made.

2. Equality implications/obligations

Which aims of the Public Sector Equality Duty (PSED) are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes.

a. Eliminate unlawful discrimination, harassment and victimisation

- How does the proposal/service aim to remove barriers or disproportionate impacts for anyone with a particular protected characteristics compared with someone who does not share the same protected characteristics?
- Is this a relevant consideration? What issues could arise?

Some households may experience a rise in costs and therefore it will impact on their personal budgets and disposable income. This will impact on people across all protected characteristics. Support is in place through the Supporting Tenants and Residents service (STAR) and the Income Management Team for tenants and leaseholders to access services and manage their tenancy. Some of the potential barriers may relate to:

- Customer access to information about the changes
- How information is communicated to users
- The ease of use of information provided
- Availability in different language formats
- Information provided on rights and /or entitlements
- Information on which agencies can help with money / debt advice (promotion of this to tenants and leaseholders)
- Physical access to services
- Monitoring of potential adverse impact on particular groups

b. Advance equality of opportunity between different groups

- Does the proposal/service advance equality of opportunity for people?
- Identify inequalities faced by those with specific protected characteristic(s).
- Is this a relevant consideration? What issues could arise?

The proposals continue to commit to the provision of Decent Homes to council tenants and equality of opportunity for people to have Decent Homes to live in, which includes carrying out adaptations for those with a disability. The standard of accommodation in council owned properties is higher than in some areas of the private sector.

c. Foster good relations between different groups

- Does the service contribute to good relations or to broader community cohesion objectives?
- How does it achieve this aim?
- Is this a relevant consideration? What issues could arise?

Maintaining properties and making improvements on estates creates an environment where people are satisfied with their homes they live in, and reducing the likelihood of anti-social behaviour and community tensions.

3. Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include people who currently use the service and those who could benefit from, but do not currently access the service. Where possible include data to support this.

All tenants and leaseholders of Leicester City Council will be impacted upon by the proposals (just over 19,200 tenanted properties and just over 1,800 leasehold properties).

All Council tenants will be charged more rent. The current average rent for a Council property is £94.73 per week. The proposals will mean, on average, tenants will be charged an additional £4.55 per week. The additional amount tenants will actually have to pay is dependent on the number of bedrooms in their property. This weekly increase will range from £3.68 per week for a bedsit and £6.84 per week for a 6-bedroom property.

Tenants in receipt of full Housing Benefit or in receipt of full Universal Credit Housing costs will have the additional charges paid through their benefit entitlement. We know that this applies to approximately 65% of our tenants. Therefore, the proposed increased rent charges will depend on a tenants' financial situation and will impact upon approximately 35% of tenants who are in receipt of partial or no Housing Benefit or Universal Credit Housing Costs.

37 Gypsy and Traveller households, who rent pitches from the council will be impacted upon by the proposed 4% increase in charges for these. Those households in receipt of full Housing Benefit or those that receive Universal Housing Costs will have the increased charges paid through their benefit entitlement.

The 4.8% increase for hostel rents will impact on households who are homeless and currently in temporary accommodation. All individuals staying in this accommodation are eligible for Housing Benefit or Universal Credit Housing Costs, so the increased charge will be paid through their benefit entitlement.

Service charges are paid in addition to rent where additional services are provided. Individual service charges for tenants and leaseholders vary due the additional services provided. Where service charges are in place tenants and leaseholders will need to pay an additional 3.8% for these. The table below shows the financial impact of the proposed charges and the number of tenants impacted upon by each of these.

Tenant Service Charges	Approximate Number of Tenants	Current Average Weekly Charge	Proposed Increase	Proposed Weekly Charge
Waylighting	6,290	£2.97	3.8%	£3.08
Security	1,486	£6.04	3.8%	£6.27
TV Receiving Service	5,536	£0.78	3.8%	£0.81
Cleaning	4,058	£3.71	3.8%	£3.85
Laundry	751	£1.56	3.8%	£1.62
Furniture / White Goods	829	£2.10	3.8%	£2.18
Sheltered Lounge	398	£2.88	3.8%	£2.99
Energy Conservation Package	27	£2.41	3.8%	£2.50
Access to Parking Spaces	11	£1.20	3.8%	£1.25
Door Entry	4,071	£3.61	3.8%	£3.75

The table below shows the financial impact of the proposed charges and the number of leaseholders impacted upon by each of these.

Leaseholder Service Charges	Approximate number of Leaseholders	Current Average Weekly Charge	Proposed Increase	Proposed Weekly Charge
Waylighting	1,525	£3.96	3.8%	£4.11
Security	43	£7.84	3.8%	£8.13
TV Receiving Service	1,594	£0.78	3.8%	£0.81
Cleaning	874	£4.76	3.8%	£4.95
Laundry	23	£1.10	3.8%	£1.14
Admin Charges	1,794	£4.02	3.8%	£4.18
Building Insurance	1,794	£4.43		£4.43
Door Entry	1,059	£3.59	3.8%	£3.73
Lifts	97	£2.65	3.8%	£2.75

Approximately 1,900 tenants and an additional 1,000 other households are connected to the district heating scheme. These charges are not covered by Housing Benefit or Universal Credit Housing Costs, so all tenants and other households on the scheme will be impacted upon by the proposals. The Council is undertaking a programme to fit meters into properties served by district heating. This means households will have greater control of their energy usage and the costs associated with this, which could reduce. In November 2025 approximately 970 properties have had meters installed. This number will increase as the meter fitting programme progresses. The table below states how tenants and other households, with meters will benefit from reduced fixed costs during 2026/27. The table also provides information on how tenants and other households will benefit from lower variable charges per KHW of heat in 2026/27.

	25/26 Annual Charge for Tenants	26/27 Annual Charge for Tenants
Fixed Charges	£140	£91
Billing & Collection	£78	£78
VAT on the above (@5%)	£10.90	£8.47
Total Fixed Charges	£228.80	£177.83
Weekly Charge (over 50 weeks)	£4.58	£3.56
Variable Charge pKWh of Heat	6.30p	5.28p

At the start of November 2025 approximately 2,000 tenants and other households on the district heating scheme do not have meters fitted to their home. This number will reduce as the meter fitting programme progresses. District heating charges to these households will include both fixed costs and costs for the use of energy. The proposed charges vary, dependant on the number of bedrooms in a property. The table below shows how the proposed reduction in charges will impact households in each bedroom category.

Bedroom size	2025/26 Annual Charge	2026/27 Annual Charge	Annual saving for 2026/27
1 bed	£885	£716	£169
2 bed	£1,226	£1,002	£224
3 bed	£1,543	£1,267	£276
4 bed	£1,871	£1,542	£329
Other	£470	£369	£101
Average	£1,087	£886	£201

Average weekly charge (50 weeks)	£21.75	£17.71	£4.04
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Council owned garages are rented out to members of the public generally, not just Council tenants. The charge is not covered by Housing Benefit or Universal Credit. At the start of November, we currently had 502 garages and parking spaces rented out, so the proposed 4.8% increase will impact upon these people. People renting Council garages will see an increase in charges from £12.14 per week to £12.72.

The above proposals will also impact households who become new tenants and new leaseholders in 2026/27. Also, new people accessing temporary accommodation, and renting a garage from the Council.

The Housing Capital Programme generally benefits all tenants and leaseholders in the city. Projects to improve individual properties are decided on their condition to meet health and safety regulations. The impact for tenants and leaseholders will generally be positive as properties and areas are improved.

4. Information used to inform the equality impact assessment

- What **data, research, or trend analysis** have you used?
- Describe how you have got your information and what it tells you
- Are there any gaps or limitations in the information you currently hold, and how you have sought to address this? E.g. proxy data, national trends, equality monitoring etc.

Tenant profiling information has been collected and analysed from the NEC IT system (See profiling information at the end of the EIA.) This includes information on ages, ethnic origin, disability, gender, sexuality and religion.

For tenants there are gaps in data in relation to gender re-assignment, marriage and civil partnership, pregnancy and maternity and sexual orientation.

We also have limited profiling information in relation to leaseholders.

For those tenants with protected characteristics commented upon in Section 6 below we know:

15,256 are of working age (18 – 60)

2,293 have a disability

9,595 have a white background and 5,939 have other ethnic backgrounds

10,841 are female

48 are Gay (male) and 47 are Gay (female / lesbian)

5. Consultation

Have you undertaken consultation about the proposal with people who use the service or people affected, people who may potentially use the service and other stakeholders? What did they say about:

- What is important to them regarding the current service?
- How does (or could) the service meet their needs? How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?
- Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

The Tenants Scrutiny Panel (TSP) met on 10 December 2025 to consider the proposed Housing Revenue Account (HRA) budget for 2026/27.

Chris Burgin, Director of Housing, and Alvin Raj, Policy and Engagement Manager, consulted with ten TSP members on the proposals. The consultation covered the proposed rent levels, service charges, district heating charges, and the allocation of investment within the Capital Programme.

A series of questions were asked to the Tenants Scrutiny Panel in relation to the HRA budget proposals for 2026/27 and the feedback to these were:

Question 1

What is your opinion of our proposal to increase council home and temporary accommodation rents by 4.8% to ensure services and our improvement programmes are maintained?

Response option	Number of respondents	% of respondents
Fully support	1	10.00%
Support, but with some concerns	9	90.00%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

The Tenants' Scrutiny Panel either supported the proposals or supported them with some concerns. The tenant who fully supported the increase acknowledged the

reasons for the rent rise and noted that non-council tenants often pay higher rents elsewhere, adding that they would prefer a council property.

The nine panel members who supported the proposals with some concerns acknowledged that 65% of tenants have their full housing costs covered by Housing Benefit or Universal Credit. However, they expressed concern about the remaining 35% of tenants who receive partial or no housing cost support. They felt that, given the current cost-of-living pressures, these tenants would find it challenging to afford the rent increase.

Question 2

What is your opinion of our proposals for service charges to ensure these continue to be provided?

Response option	Number of respondents	% of respondents
Fully support	0	0%
Support, but with some concerns	10	100.00%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

All ten members of the Tenants' Scrutiny Panel supported the proposal for service charges, albeit with some concerns. While all acknowledged the rationale for the increased cost of services, the panel felt that tenants are currently paying for services that require improvement. The panel's expectation is that the quality of services delivered should reflect and justify the service charges paid by tenants.

Question 3

What is your opinion of our proposals to reduce District Heating charges?

Response option	Number of respondents	% of respondents
Fully support	10	100.00%
Support, but with some concerns	0	0%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

All ten members of the Tenants Scrutiny Panel fully support the reduction in District Heating charges. Some panel members felt that the savings made on District Heating would help offset increases in other charges, such as rent and service charges. However, this will benefit only tenants that have District Heating.

Question 4

What is your opinion of our proposals on how the Capital Programme is going to be spent?

Response option	Number of respondents	% of respondents
Fully support	10	100.00%
Support, but with some concerns	0	0%
Do not support	0	0%
Don't know	0	0%
Not answered	0	0%

All ten members of the Tenants Scrutiny Panel fully support the proposal on how the Capital Programme is to be spent.

An online consultation on the Housing Revenue Account (HRA) budget proposals took place with Leicester City Council tenants and leaseholders between 5th December 2025 and 21st December 2025.

Tenants and leaseholders were informed of the consultation via email and postal letters. The communications explained the purpose of the consultation and outlined the different ways in which feedback could be provided. This included attending a face-to-face drop-in session at one of 12 locations across the city, or completing the consultation survey online via a weblink provided in the correspondence. Repairs operatives distributed 2,000 leaflets while visiting tenant homes.

Face-to-face drop-in sessions were held at the following locations:

- New Parks Library – 9th and 16th December 2025 11am to 3pm
- Tudor Centre – 9th and 16th December 2025, 11am to 3pm
- Pork Pie Library – 10th and 17th December 2025, 11am to 3pm
- Brite Centre – 10th and 17th December 2025, 11am to 3pm
- St Matthews Centre – 11th and 18th December 2025, 11am to 3pm
- Thurnby Lodge Community Centre – 11th and 18th December 2025, 11am to 3pm.

Engagement Officers recorded the responses at these sessions onto the online consultation portal.

In total 367 tenants and leaseholders responded to the online consultation. Of these:

- 324 (88.28%) were from tenants
- 41 (11.18%) were from leaseholders
- 1 (0.27%) were from non-tenants and leaseholders
- 1 (0.27%) not answered

A series of questions were asked in relation to the HRA budget proposals for 2026/27 and the feedback to these were:

Question 1a

What is your opinion of our proposal to increase council home and temporary accommodation rents by 4.8% to ensure services and our improvement programmes are maintained?

367 people responded to this question, 165 (44.96%) supported the proposals or supported them with some concerns. 168 (45.78%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	68	18.53%
Support, but with some concerns	97	26.43%
Do not support	168	45.78%
Don't know	27	7.36%
Not answered	7	1.91%

Question 1b

If you have said you do not support the proposal or you support the proposal with some concerns, please state why.

A total of 232 respondents submitted comments in relation to this question. Where comments related specifically to the proposed rent increase, 27 respondents expressed concerns regarding their ability to afford the additional rent. A further 112 respondents indicated that the proposal would exacerbate the financial pressures associated with the current cost-of-living crisis.

In addition, 46 respondents stated that improvements to housing services would be necessary in order to justify the proposed increase, while 16 respondents felt that enhancements to Leicester City Council's housing stock would be required to merit the increase.

Question 1c

What impact do you feel the proposals to increase council home rents may have on you, your family or the wider community?

A total of 257 responses were received to this question. Where comments related to the potential impact of the proposed rent increase, 13 respondents stated that it would have little or no impact. In contrast, 119 respondents indicated that the increase could lead to further financial hardship, poverty, and debt, particularly in the context of the rising cost of living.

Additional impacts identified by respondents included a potential increase in homelessness (4 respondents) and adverse effects on mental health (14 respondents).

In terms of groups perceived to be most affected by the proposed rent increase, the greatest concerns were expressed in relation to families (19 respondents), working people (11 respondents), and people with disabilities (4 respondents). Other groups highlighted included single parents (5 respondents) and pensioners (5 respondents).

Question 2a

What is your opinion of our proposals for service charges to ensure these continue to be provided?

There were 367 responses to this question. 144 (39.24%) supported the proposals or supported them with some concerns. 130 (35.42%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	80	21.80%
Support, but with some concerns	64	17.44%
Do not support	130	35.42%
Don't know	78	21.25%
Not answered	15	4.09%

Question 2b

If you have said you do not support the proposal or you support the proposal with some concerns, please state why.

There were 162 responses to this question. Where feedback related to concerns about the service charge proposals, it was similar to that received in relation to the rent proposals. Respondents felt that Housing Services would need to improve to justify the proposed increase. Concerns were also raised about affordability, particularly in the context of rising day-to-day living costs. Where specific service charges were mentioned, the highest number of concerns related to communal cleaning charges (16 respondents), followed by door entry system charges (9 respondents) and laundry room charges (3 respondents).

Question 2c

What impact do you feel the service charge proposals will have on you, your family or the wider community?

There were 147 responses to this question. Of those that commented on the potential impact of the service charge proposals, 18 respondents stated that they would have little or no impact. In contrast, 36 respondents said the proposals could

lead to further financial hardship, poverty, and debt, particularly in the context of the rising cost of living.

In terms of which groups may be most affected, the greatest concerns related to tenants with families (4 respondents). Other groups identified as being particularly impacted included pensioners (4 respondents), disabled people (1 respondent), and vulnerable people (1 respondent).

Question 3a

What is your opinion of our proposals to reduce District Heating charges?

There were 367 responses to this part of the question. 189 (51.50%) supported the proposals or supported them with some concerns. 50 (13.62%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	161	43.87%
Support, but with some concerns	28	7.63%
Do not support	50	13.62%
Don't know	110	29.97%
Not answered	18	4.90%

Question 3b

If you have said you do not support the proposal or you support the proposal with some concerns, please state why.

There were 91 responses to this question. 28 people stated the proposal to reduce district heating charges was positive. Despite the proposed reduction in charges 24 people commented on affordability issues related to paying this reduced charge, with comments made generally about rising energy costs and other household bills.

4 people were concerned the proposed reduction is a forecast.

Question 3c

What impact do you feel the District Heating Charge proposals will have on you, your family or the wider community?

There were 88 responses to this question. Of these, 20 respondents felt that the proposal would have a positive impact for tenants and leaseholders on the district heating scheme, as they would pay less for the service. A further 12 respondents stated that the proposal would have little or no impact.

Despite the proposal to reduce district heating charges, 16 respondents stated that the amount they would still be required to pay was too high and could place additional financial pressure on some households. These comments were generally made in the context of wider increases in day-to-day living costs.

A few people commented the proposal would still impact on the elderly and vulnerable people.

Question 4a

What is your opinion of our proposals to increase garage rents by 4.8% in line with the proposed increase of rent for council homes?

There were 367 responses to this part of the question. 114 (31.06%) supported the proposals or supported them with some concerns. 58 (15.80%) did not support the proposal.

Response option	Number of respondents	% of respondents
Fully support	85	23.16%
Support, but with some concerns	29	7.90%
Do not support	58	15.80%
Don't know	163	44.41%
Not answered	32	8.72%

Question 4b

If you have said you do not support the proposal or support the proposal with some concerns, please state why.

There were 89 responses to this question. Where these related to concerns about the proposed increase to garage rents, 15 responses raised concerns about the ability for some people to pay the increase charge. Generally, comments received were about the maintenance of the garages.

Question 4c

What impact do you feel the proposal to increase garage rents may have on you, your family or the wider community?

There were 70 responses to this question. 21 people stated there would be no or little impact. 17 people stated the proposed increase would add to the financial hardship of people renting garages. 2 responses stated the garages should be demolished to generate additional car parking spaces.

General comments received were about the current pressures of street parking and value for money.

There were no comments received as to whether the proposed garage rents would impact more on a particular group.

Question 5

As a Leicester City Council tenant or leaseholder, what are your top three priorities for how we spend the money?

There were 345 responses to this question. Where services are provided by the Housing Revenue Account, the highest priority by a significant margin was repairs. This was followed by home improvements and modernisation of properties, and then security measures. The table below sets out the full range of priorities identified by respondents.

Service area	Number of respondents	% of respondents
Repairs	197	53.68%
Improvements and modernization of homes	45	12.26%
Security measures	37	10.08%
Upkeep of communal areas in blocks/communal cleaning	8	2.18%
Energy efficiency measures	7	1.91%
Tenant support services	4	1.09%
Building new council homes	16	4.36%
Parking on estates	8	2.18%
Providing value for money	5	1.36%
Tackling anti-social behavior	10	2.72%
Letting empty properties	3	0.82%
Tenant involvement activities	1	0.27%
Providing information to tenants	1	0.27%
Rent	3	0.82%

6. Potential Equality Impact

Based on your understanding of the service area, any specific evidence you may have on people who use the service and those who could potentially use the service and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal because of their protected characteristic(s). Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts. This could include indirect impacts, as well as direct impacts.

Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially vulnerable groups, are likely to be affected by the proposal. List the relevant groups that may be affected, along with the likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).

Protected characteristics

Impact of proposal:

Describe the likely impact of the proposal on people because of their protected characteristic and how they may be affected. Why is this protected characteristic relevant to the proposal? How does the protected characteristic determine/shape the potential impact of the proposal? This may also include **positive impacts** which support the aims of the Public Sector Equality Duty to advance equality of opportunity and foster good relations.

Risk of disproportionate negative impact:

How likely is it that people with this protected characteristic will be disproportionately negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?

Mitigating actions:

For disproportionate negative impacts on protected characteristic/s, what mitigating actions can be taken to reduce or remove the impact? You may also wish to include actions which support the positive aims of the Public Sector Equality Duty to advance equality of opportunity and to foster good relations. All actions identified here should also be included in the action plan at the end of this EIA.

i) Age

Indicate which age group/s is/ are most affected, either specify general age group (children, young people, working aged people or older people) or specific age bands.

What is the impact of the proposal on age?

With the Cost of Living Crisis earnings have not kept up with inflation so working households are likely to already be facing pressures on household budgets. Younger people, and particularly children, are more likely to be in poverty before the current Cost of Living Crisis and this is likely to continue.

What is the risk of disproportionate negative impact on age?

Incomes continue to be squeezed through reducing real term wages for working age households and families with children.

What are the mitigating actions?

Access to council discretionary funds for individual financial crises; access to council and partner support for food; and advice on managing household budgets. Also, promotion of any Government financial schemes for vulnerable households to provide support with energy and living costs.

i) Disability

A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. If specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness, or health condition.

What is the impact of the proposal on disability?

Disabled people are more likely to be in poverty. In addition, many disabled people are disproportionately affected by household fuel costs and may have limited opportunities to reduce usage.

The rent and service charge increases could have an impact on such household incomes.

What is the risk of disproportionate negative impact on disability?

Further erosion of the quality of life being experienced by disabled people.

What are the mitigating actions?

Access to council discretionary funds for individual financial crises; access to council and partner support for food; and advice on better managing budgets. This includes signposting people to support agencies such as Clockwise, Citizens Advice, Department of Work and Pensions and Energy Wise. Information about support available can be found at [Cost of living support](#) Also, promotion of any Government financial schemes for vulnerable households to provide support with energy and living

costs. However, it has not yet been announced as to whether this support will be provided by Government in 2026 / 27.

The programme in place to install meters in properties on the District Heating network, will give disabled households more control over their energy use and costs.

Where needed we will provide information in different formats to enable tenants with a disability to receive this.

i) Gender reassignment

Indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected. a trans person is someone who proposes to, starts, or has completed a process to change his or her gender. A person does not need to be under medical supervision to be protected.

What is the impact of the proposal on gender reassignment?

No disproportionate impact is attributable specifically to this characteristic.

What is the risk of disproportionate negative impact on gender reassignment?

Not applicable

What are the mitigating actions?

Not applicable

i) Marriage and civil partnership

Please note that the under the Public Sector Equality Duty this protected characteristic applies to the first general duty of the Act, eliminating unlawful discrimination, only. The focus within this is eliminating discrimination against people that are married or in a civil partnership with regard specifically to employment.

What is the impact of the proposal on marriage and civil partnership?

No disproportionate impact is attributable specifically to this characteristic.

What is the risk of disproportionate negative impact on marriage and civil partnership?

Not applicable

What are the mitigating actions?

Not applicable

i) Pregnancy and maternity

Does the proposal treat someone unfairly because they're pregnant, breastfeeding or because they've recently given birth.

What is the impact of the proposal on pregnancy and maternity?

No disproportionate impact is attributable specifically to this characteristic.

What is the risk of disproportionate negative impact on pregnancy and maternity?

Not applicable

What are the mitigating actions?

Not applicable

i) Race

Race refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. A racial group can be made up of two or more distinct racial groups, for example Black Britons, British Asians, British Sikhs, British Jews, Romany Gypsies and Irish Travellers.

What is the impact of the proposal on race?

Those from white backgrounds are disproportionately on low incomes (indices of multiple deprivation) and in receipt of benefits [English indices of deprivation 2025: statistical release - GOV.UK](#) . Some ethnic minority people are also on low income and on benefits, this will include our Gypsy and Traveller tenants who rent pitches from the council.

A large proportion of properties in the centre area of the city are on the District Heating scheme. We know a higher proportion of people with a Black, Asian and other ethnic background live in this area, so they could be more impacted upon by the District Heating charge proposals.

What is the risk of disproportionate negative impact on race?

Household income being further squeezed through low wages and reducing levels of benefit income. There is a direct impact on Gypsy and Traveller families who may not be able to afford the proposed increased charges for pitch rents.

What are the mitigating actions?

Access to council discretionary funds for individual financial crises, access to council and partner support for food and advice on managing household budgets. Also, promotion of any Government financial schemes for vulnerable households to provide support with energy and living costs.

Where required, interpretation and translation will be provided to remove barriers in accessing support.

The programme in place to install meters in properties on the District Heating network, will give households more control over their energy use and costs.

The City Council employs a Gypsy and Traveller Manager to manage our sites and provide support to people living on these. Communication about the proposed changes will take place. Gypsy and Travellers will be provided with specific support from this officer if they are facing financial difficulties.

i) Religion or belief

Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition. This must be a belief and not just an opinion or viewpoint based on the present state of information available and;

- be about a weighty and substantial aspect of human life and behaviour
- attain a certain level of cogency, seriousness, cohesion, and importance, and
- be worthy of respect in a democratic society, not incompatible with human dignity and not in conflict with fundamental rights of others. For example, Holocaust denial, or the belief in racial superiority are not protected.

Are your services sensitive to different religious requirements e.g., times a customer may want to access a service, religious days and festivals and dietary requirements

What is the impact of the proposal on religion or belief?

No disproportionate impact is attributable specifically to this characteristic.

What is the risk of disproportionate negative impact on religion or belief?

Not applicable

What are the mitigating actions?

Not applicable

i) Sex

Indicate whether this has potential impact on either males or females.

What is the impact of the proposal on sex?

Disproportionate impact on women who tend to manage household budgets and are responsible for childcare costs. Women are disproportionately lone parents, who are more likely to experience poverty

What is the risk of disproportionate negative impact on sex?

Incomes squeezed through low wages and reducing levels of benefit income. Increased risk for women as they are more likely to be lone parents

What are the mitigating actions?

Access to council discretionary funds for individual financial crises, access to council and partner support for food and advice on managing household budgets. Also, promotion of any Government financial schemes for vulnerable households to provide support with energy and living costs.

i) Sexual orientation

Indicate if there is a potential impact on people based on their sexual orientation. The Act protects heterosexual, gay, lesbian or bisexual people.

What is the impact of the proposal on sexual orientation?

Gay men and Lesbian women are more likely to be in poverty than heterosexual people, and trans people are even more likely to be in poverty and unemployed

What is the risk of disproportionate negative impact on sexual orientation?

Household income being further squeezed through low wages and reducing levels of benefit income

What are the mitigating actions?

Access to council discretionary funds for individual financial crises, access to council and partner support for food and advice on managing household budgets. Also, promotion of any Government financial schemes for vulnerable households to provide support with energy and living costs.

7. Summary of protected characteristics

a. Summarise why the protected characteristics you have commented on, are relevant to the proposal?

All protected characteristics have been commented on because the budget proposals will impact upon all tenants and leaseholders

b. Summarise why the protected characteristics you have not commented on, are not relevant to the proposal?

Not applicable

8. Armed Forces Covenant Duty

The Covenant Duty is a legal obligation on certain public bodies to 'have due regard' to the principles of the Covenant and requires decisions about the development and delivery of certain services to be made with conscious consideration of the needs of the Armed Forces community.

When Leicester City Council exercises a relevant function, within the fields of healthcare, education, and housing services it must have due regard to the aims set out below:

a. The unique obligations of, and sacrifices made by, the Armed Forces

These include danger; geographical mobility; separation; Service law and rights; unfamiliarity with civilian life; hours of work; and stress.

b. The principle that it is desirable to remove disadvantages arising for Service people from membership, or former membership, of the Armed Forces

A disadvantage is when the level of access a member of the Armed Forces Community has to goods and services, or the support they receive, is comparatively lower than that of someone in a similar position who is not a member of the Armed Forces Community, and this difference arises from one (or more) of the unique obligations and sacrifices of Service life.

c. The principle that special provision for Service people may be justified by the effects on such people of membership, or former membership, of the Armed Forces

Special provision is the taking of actions that go beyond the support provided to reduce or remove disadvantage. Special provision may be justified by the effects of the unique obligations and sacrifices of Service life, especially for those that have sacrificed the most, such as the bereaved and the injured (whether that injury is physical or mental).

Does the service/issue under consideration fall within the scope of a function covered by the Duty (healthcare, education, housing)? Which aims of the Duty are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes. Are members of the Armed Forces specifically disadvantaged or further disadvantaged by the proposal/service? Identify any mitigations including where appropriate possible special provision.

A local authority must consider the principles of the Covenant when carrying out specific housing-related functions, including: 78

Processing homeless applications

Allocating social housing properties

Formulating tenancy and homelessness policies

All these policies will take on board impacts on the armed forces

9. Other groups

Other groups

Impact of proposal:

Describe the likely impact of the proposal on children in poverty or any other people who we may consider to be vulnerable, for example people who misuse substances, care leavers, people living in poverty, care experienced young people, carers, those who are digitally excluded. List any vulnerable groups likely to be affected. Will their needs continue to be met? What issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?

Risk of disproportionate negative impact:

How likely is it that this group of people will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?

Mitigating actions:

For negative impacts, what mitigating actions can be taken to reduce or remove this impact for this vulnerable group of people? These should be included in the action plan at the end of this EIA. You may also wish to use this section to identify opportunities for positive impacts.

a. Care Experienced People

This is someone who was looked after by children's services for a period of 13 weeks after the age of 14', but without any limit on age, recognising older people may still be impacted from care experience into later life.

What is the impact of the proposal on Care Experienced People?

No disproportionate impact is attributable specifically to Care Experienced People

What is the risk of negative impact on Care Experienced People?

Not applicable

What are the mitigating actions?

Not applicable

b. Children in poverty

What is the impact of the proposal on children in poverty?

Households with children living in poverty are likely to face difficulties generally, with the rising costs of living

What is the risk of negative impact on children in poverty?

There is a risk that an increasing number of households with children living in poverty are unable to afford all essential items for day-to-day living

What are the mitigating actions?

Access to council discretionary funds for individual financial crises, access to council and partner support for food and advice on managing household budgets. Also,

promotion of any Government financial schemes for vulnerable households to provide support with energy and living costs.

c. Other (describe)

What is the impact of the proposal on any other groups?

Not known at present

What is the risk of negative impact on any other groups?

Not applicable

What are the mitigating actions?

Not applicable

10. Other sources of potential negative impacts

Are there any other potential negative impacts external to the service that could further disadvantage service users over the next three years that should be considered? For example, these could include:

- other proposed changes to council services that would affect the same group of service users;
- Government policies or proposed changes to current provision by public agencies (such as new benefit arrangements) that would negatively affect residents;
- external economic impacts such as an economic downturn.

The wider cost of living crisis and rise in energy bills has put additional financial pressure on all households and it is likely this will continue for the foreseeable future.

11. Human rights implications

Are there any human rights implications which need to be considered and addressed (please see the list at the end of the template), if so, please outline the implications and how they will be addressed below:

No known impacts

12. Monitoring impact

You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:

- monitor impact (positive and negative, intended and unintended) for different groups
- monitor barriers for different groups
- enable open feedback and suggestions from different communities
- ensure that the EIA action plan (below) is delivered.

If you want to undertake equality monitoring, please refer to our [equality monitoring guidance and templates](#).

Our IT system allows us to monitor tenants rent accounts, including district heating payments and see when accounts go into arrears. Our Income Management Team carries out this monitoring on a daily basis. Through this monitoring we will be able to identify any increases in rent arrears, relating to the proposed increased charges and provide support to tenants to reduce these and maximise their income.

13. EIA action plan

Please list all the equality objectives, actions and targets that result from this assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Outcome	Action	Officer Responsible	Completion date
All tenant and leaseholders are able to pay their rent, service and district heating charges.	The service needs to ensure that they effectively communicate information about the increase in charges as well what advice and assistance is available to tenants, so they are able to access benefits and entitlements. Provide translated materials/options where required.	Chris Burgin – Director of Housing	Ongoing
Households have access to financial help and assistance if they	Referrals to the Income Management Team and financial	Natasha Pau – Income Collection Manager	Ongoing

find they are unable to pay for the additional charge	support services in the city.		
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Human rights articles:

Part 1: The convention rights and freedoms

Article 2: Right to Life

Article 3: Right not to be tortured or treated in an inhuman or degrading way

Article 4: Right not to be subjected to slavery/forced labour

Article 5: Right to liberty and security

Article 6: Right to a fair trial

Article 7: No punishment without law

Article 8: Right to respect for private and family life

Article 9: Right to freedom of thought, conscience and religion

Article 10: Right to freedom of expression

Article 11: Right to freedom of assembly and association

Article 12: Right to marry

Article 14: Right not to be discriminated against

Part 2: First protocol

Article 1: Protection of property/peaceful enjoyment

Article 2: Right to education

Article 3: Right to free elections

Tenant profiling information – November 2025

Ethnicity

Ethnicity		Number of tenants	% of tenants
Asian	Arab	42	0.23%
Asian	Asian/Asian British of Other Asian Origin	573	2.97%
Asian	Asian/Asian British of Bangladeshi Origin	199	1.03%
Asian	Asian/Asian British of Chinese Origin	18	0.09%
Asian	Asian/Asian British of Indian Origin	1,405	7.29%
Asian	Asian/Asian British of Pakistani Origin	261	1.35%
Black	Black/Black British of African Origin	1,468	7.62%
Black	Black/Black British of Caribbean Origin	360	1.87%
Black	Black/Black British of Other Black Background	204	1.06%
Black	Black/Black British of Somali Origin	417	2.16%
Dual Heritage	Dual/Multi Heritage Asian and White	49	0.25%
Dual Heritage	Dual/Multi Heritage Black African and White	62	0.32%
Dual Heritage	Dual/Multi Heritage Black Caribbean and White	252	1.31%
Other	Any Other Ethnic Group	490	2.54%
Other	Any other Heritage Background	118	0.61%

Other	Other Ethnic Group Gypsy/Romany/Irish Traveller	21	0.11%
Prefer Not to Say	Prefer Not to Say	537	1.85%
Unknown / Not Recorded	Ethnicity Unknown	3,199	17.55%
White	White British	8,655	44.91%
White	White of European Origin	467	2.42%
White	White of Irish Origin	94	0.49%
White	White of Other White Background	379	1.97%
Total		19,270	100.00%

Age

Age	Number of Tenants	% of tenants
18 - 29	953	4.95%
30 - 39	2,678	13.90%
40 - 49	4,032	20.92%
50 - 59	4,084	21.19%
60 - 69	3,509	18.21%
70 - 80	2,382	12.36%
80+	896	4.65%
Not known	736	3.82%
Total	19,270	100%

Gender

Gender	Number of tenants	% of tenants
Female	10,841	56.20%
Male	7,693	39.92%
Non-binary	2	0.01%
Prefer to say	9	0.05%

Transgender	11	0.06%
Not known	714	3.76%
Total	19,270	100%

Religion or belief

Religion	Number of tenants	% of tenants
Not recorded	9,419	48.47%
Atheist	331	1.72%
Buddhist	18	0.09%
Christian	2,404	12.48%
Hindu	437	2.67%
Jain	1	0.01%
Jewish	5	0.03%
Muslim	2,477	12.85%
No religion	2,760	14.32%
Other	306	1.59%
Prefer not to say	1,002	5.20%
Sikh	110	0.57%
Total	19,270	100%

Sexual orientation

Sexual orientation	Number of tenants	% of tenants
Bisexual	195	1.01%

Gay (female / lesbian)	47	0.24%
Gay (male)	48	0.25%
Heterosexual	8,935	46.37%
Other	198	1.03%
Prefer not to say	1,417	7.35%
Not known	8,430	43.75%
Total	19,270	100%

Disability

Disability	Number of tenants	% of tenants
Yes	2,293	11.90%
No	16,974	88.1%
Total	19,270	100%