
Housing Pop-Up Office Update – January 2026

Housing Scrutiny Commission

Date of meeting: 17 March 2026

Lead Member: Cllr Cutkelvin

Lead director: Chris Burgin

Useful information

- Ward(s) affected: All
- Report author: Alvin Raj
- Author contact details: 0116 4542819
- Report version number: V2

1. Summary

1.1 This report provides an update on the latest review of the Housing Pop-up Offices as requested by Councillor Cutkelvin and Chris Burgin, Director of Housing.

2. Recommended actions / decisions.

2.1 To note findings from the review of the Housing Pop up Offices and take forward the further recommendations set out in 4.16 of this report.

3. Scrutiny / stakeholder engagement.

3.1 The Housing and Engagement Team have gathered data from Tenancy Management staff, Repairs staff, the Senior Management Team, the Tenants Scrutiny Panel and tenants and residents attending the Housing Pop-up sessions.

4. Background

4.1 From March 2025 Housing Pop-up offices were set up for tenants and residents. The pop ups are open from 11am to 3pm every week on the following days:

Tuesdays	New Parks Library & Tudor Centre
Wednesdays	Pork Pie Library & The Brite Centre
Thursdays	St Matthews Centre & Thurnby Lodge Community Centre

4.2 Currently, Tenancy Management, Repairs, and the Policy and Engagement Team have been available to attend the pop-up sessions. Services, such as STAR and the Income Management Team, have attended on occasion. The Policy and Engagement Team are currently in discussions with other services and partner organisations to explore their interest in attending the Housing pop-up Offices on an occasional basis (for example, Live Well and the Police and Community Safety Team).

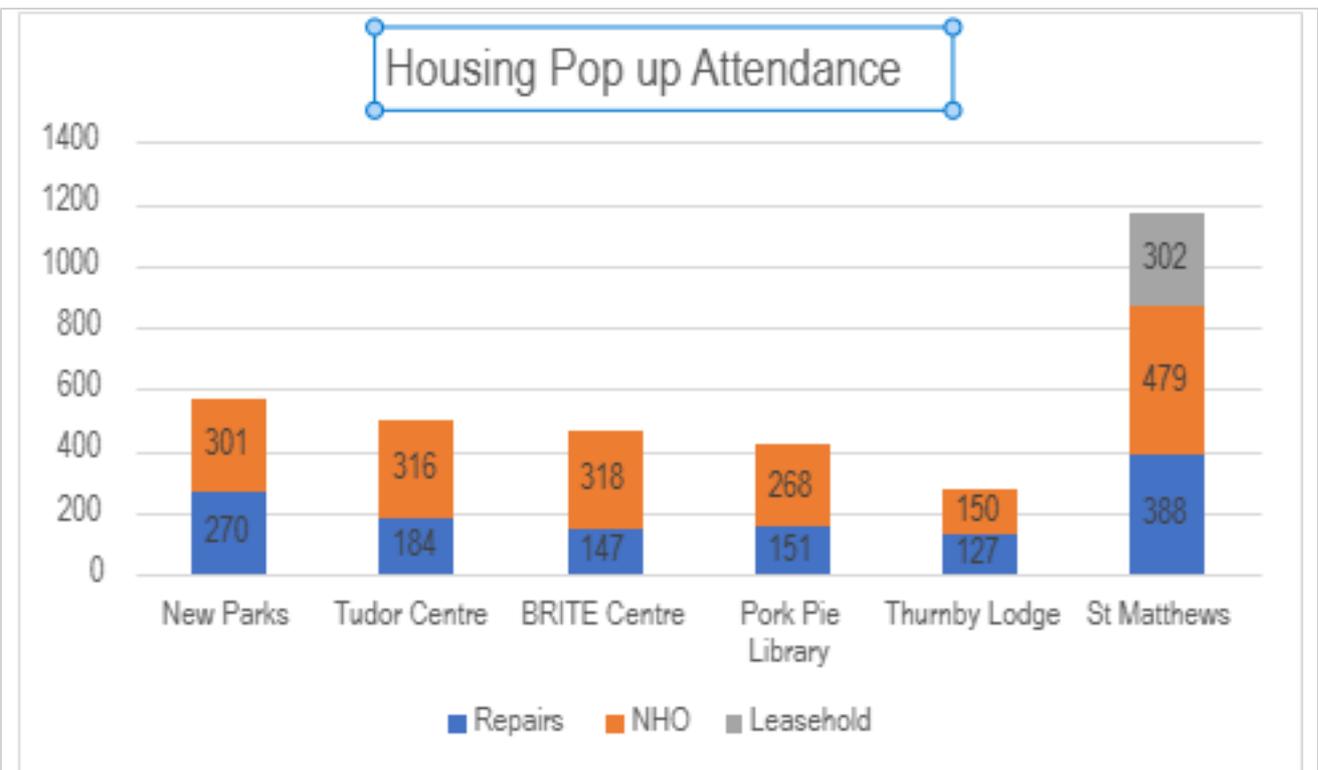
4.3 From March 2025 until the end of December 2025, we have seen 3401 tenants attend the Pop-up Offices. Of those 3401 enquires, tenancy management had 1832 enquiries, 1267 were related to repairs and 302 to leasehold. The only housing pop up where we have a dedicated leaseholder stand is St Matthews.

Data from all enquires broken down by quarter

	March 2025	Q1 (April - June) 25	Q2 (July - Sept) 25	Q3 (Oct- Dec) 25
Overall Total	482	977	987	955
NHO	291 (60.40%)	569 (58.24%)	542 (54.91%)	430 (45.02%)
Repairs	170 (35.25%)	316 (32.34%)	367 (37.20%)	414 (43.35%)
Leasehold	21 (4.35%)	92 (9.42%)	78 (7.90%)	111 (11.62%)

Data from all enquires broken down by location

	New Parks	Tudor Centre	BRITE Centre	Pork Pie Library	Thurnby Lodge	St Matthews
Overall Total	571	500	465	419	277	1169
NHO	301 (52.8%)	316 (63.20%)	318 (68.39%)	268 (64%)	150 (54.15%)	479 (40.97%)
Repairs	270 (47.2%)	184 (36.80%)	147 (31.61%)	151 (36%)	127 (45.85%)	388 (33.20%)
Leasehold	0	0	0	0	0	302 (25.83%)



4.4 From September 2025, an updated Housing Pop-Up tracker was introduced. This tracker monitors the times tenants attend, their ethnicity, how they heard about the pop-up, and the postcodes from which they are attending. The tracker is used exclusively by Neighbourhood Housing Officers; the Repairs and Leaseholder teams use their own separate trackers.

4.5 The following data below is for September 2025 to December 2025 and is from the pop-up tracker used by NHO's. Please note some data is missing so not all figures will match per subset, District managers and team leaders have been emailed to remind staff of filling out the tracker correctly so we can ensure completed data sets moving forward.

Time:

Times	Number of Tenants attending
11:00 – 12:00	258
12:01 – 13:00	142
13:01 – 14:00	107

14:01 – 15:00

107

4.6 Attendance data indicates peak visits between 11:00 and 12:00 across all pop-up offices. Post-midday attendance declines at most locations; however, St Matthews remains an exception, with 42% of visits occurring between 13:01–14:00 and a further 42% between 14:01–15:00.

Ethnicity:

	Total recorded on NHO Tracker	Percent %	Number of Tenants recorded on Tenancy Power BI	Percent %
Asian or Asian British - Indian	70	16.47%	1414	7.55%
Asian or Asian British - Pakistani	11	2.58%	268	1.43%
Asian or Asian British - Bangladeshi	1	0.23%	199	1.06%
Asian or Asian British - Chinese	2	0.47%	18	0.09%
Any other Asian background	16	3.76%	577	3.08%
Black, Black British - Caribbean	17	4%	365	1.95%
Black , Black British - African	41	9.64%	1475	7.88%
Any other Black, Black British, or Caribbean background	7	1.64%	204	1.09%
Mixed or multiple ethnic groups - White and Black Caribbean	5	1.17%	253	1.35%
Mixed or multiple ethnic groups - White and Black African	4	0.94%	63	0.33%
Mixed or multiple ethnic groups - White and Asian	2	0.47%	51	0.27%

Any other Mixed or multiple ethnic background	10	2.35%	120	0.64%
White - English, Welsh, Scottish, Northern Irish or British	198	46.58%	8709	46.54%
White - Irish	3	0.70%	96	0.51%
White - Gypsy or Irish Traveller	1	0.23%	37	0.19%
White - Roma	1	0.23%		
Any other White background	17	4%	376	2.00%
Other ethnic group - Arab	9	2.11%		
Any other ethnic group	10	2.35%	498	2.66%

How did people hear about the housing pop up sessions:

Social Media	7
Email	4
Word of Mouth	232
Newsletter	20
Leicester City Council Website	16
Letter	18
Printed Advertisement (Leaflet & poster)	54
Other	72

4.7 The data shows that word of mouth has been the most common way tenants have heard about the housing pop-up sessions. When reviewing the “Other” category, common responses included being informed by the Customer Services Team, being signposted by a professional organisation, or being told about the pop-ups by their Housing Officer.

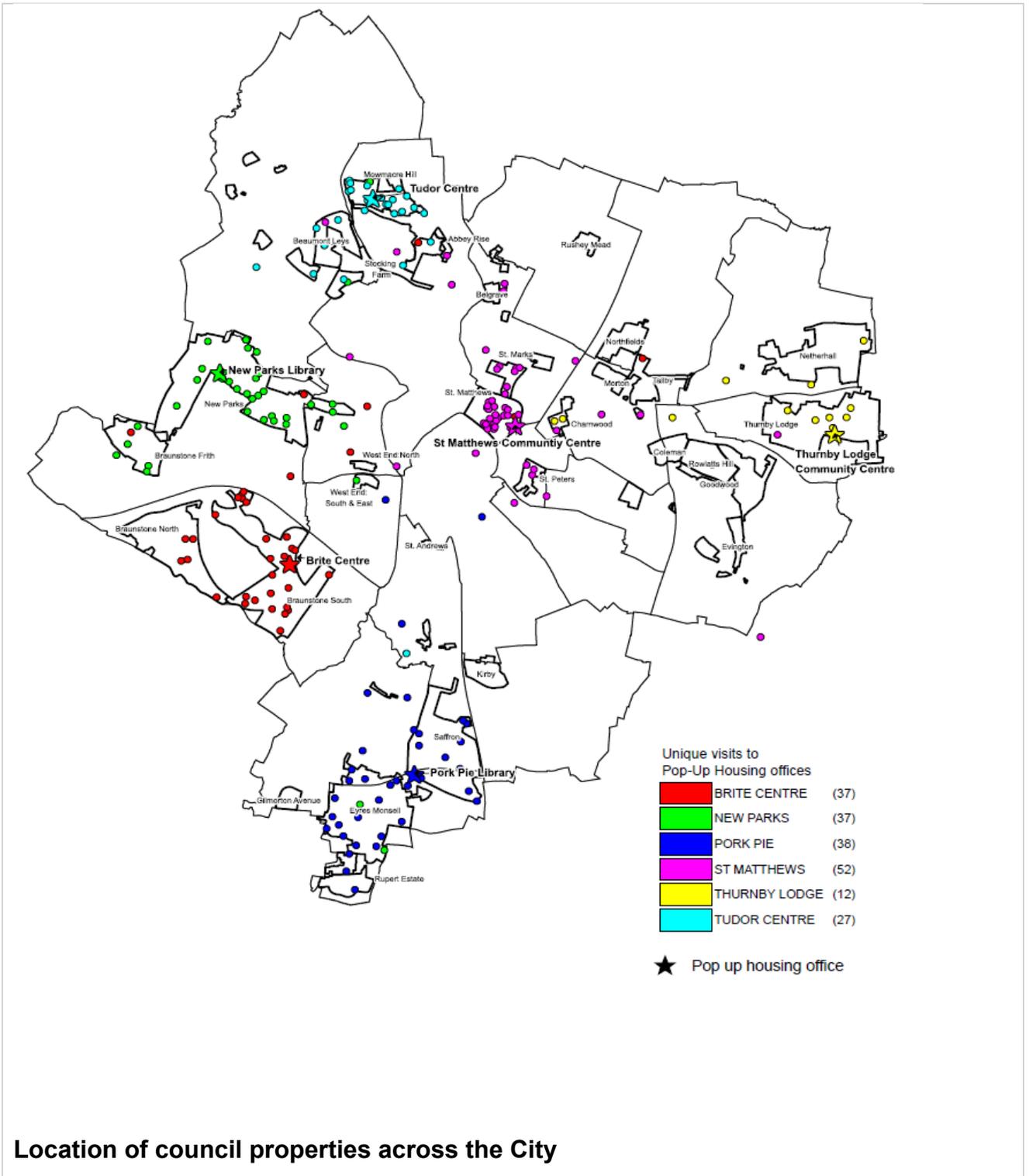
Type of query from September 2025 to Dec 2025

Tenancy Management	214
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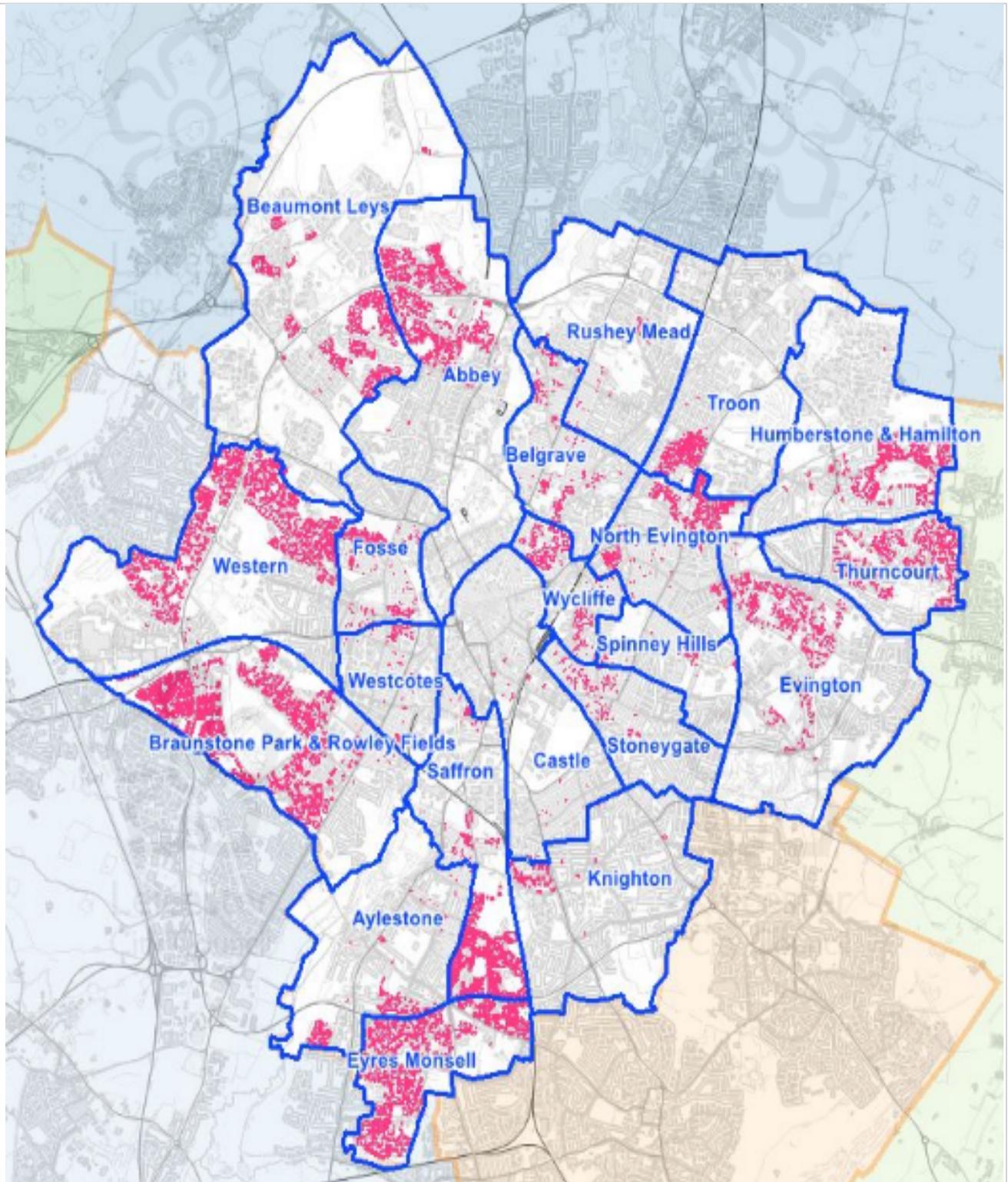
Rent	62
Housing Register/allocation	98
Estate Warden	7
ASB	59
Garden/ trees / shrubs	16
Leasehold	1
Highways	6
Other	155

4.8 The most common type of enquiry received at the pop-ups was for tenancy management, with the second most common enquiry logged was “other”. When looking at “other” the types of enquires were very varied and included topics such as pest control, blue badge, adult social care and education.

4.9 **Postcode data:** Postcode data based on the NHO tracker Sept 25 to Dec 25, has been mapped to show where tenants are travelling from to attend the housing pop-up sessions. The data reflects unique visits rather than the number of times individuals from a particular postcode have attended the pop-ups (see Appendix 1).



Location of council properties across the City



4.10 Key highlights

- A total of 203 individual postcodes were recorded, including a small number from locations just outside the city boundary.
- Three wards recorded no visiting postcodes: Troon, Rushey Mead, and Knighton.
- Analysis of ward-level data indicates that the majority of attendees at each housing pop-up session are residents of the ward in which the session is held (see Appendix 2).

4.11 Feedback on the Housing Pop-up Offices

A survey was developed and launched in November 2025 to collect feedback from attendees of the housing pop-up sessions. The survey is accessible via a QR code printed on a leaflet. Tenants can either take a leaflet and complete the survey themselves or have a member of the Policy and Engagement Team assist them in completing it at the pop-up session.

The survey gathers tenants' views on the housing pop-ups and invites suggestions for improvement. At the time of writing this report, 53 responses have been received.

Below there are highlights results from the survey:

How satisfied are you with the overall experience at the Pop - up Housing Office sessions?

Option	Total	Percent
Very satisfied	29	54.72%
Satisfied	20	37.74%
Neutral	3	5.66%
Dissatisfied	1	1.89%
Very dissatisfied	0	0%
Not Answered	0	0%

Did you find the information provided at Pop - up Housing Office sessions helpful?

Option	Total	Percent
Very helpful	37	69.81%
Somewhat helpful	13	24.53%
Neutral	3	5.66%
Not very helpful	0	0%
Not Answered	0	0%

Did you feel that the Pop - up Housing Office sessions were well-organised and easy to navigate?

Option	Total	Percent
Strongly agree	35	66.04%
Agree	14	26.42%
Neutral	3	5.66%
Disagree	1	2%
Strongly disagree	0	0%
Not Answered	0	0%

Would you recommend attending Pop - up Housing Office sessions to others who are looking for housing information?

Option	Total	Percent
Yes	52	98.11%
No	1	1.89%
Not Answered	0	0%

Do you have any additional comments on your experience visiting the Pop - up Housing Office sessions?

“These housing pop-ups are a lifeline, it is so valuable being able to speak to someone face to face”

“ Yes, I would like to specifically commend Stacey. She was absolutely wonderful and unbelievably helpful (with the bills assistance) during my visit today. She is a massive credit to the team, offering exceptional assistance with genuine kindness and professionalism. Her help was truly invaluable. Thank you, Stacey!”

“It’s the best thing to happen to have the pop-up housing office as when ever I’ve tried to report any issues, I was unsuccessful as it either never went through online or every time I try to ring about a problem I just got told report it online even though I explained it wasn’t working. The pop-up housing office is brilliant as you can speak to people face-to-face and get things sorted”

“ It has been so hard to get through on the phone so having these face to face has made a real difference to me , please do not stop them as they have been really important to me. Everyone has been brilliant , repairs and the housing officers”

“Advisor was very helpful and explained things to me as I have dementia . Tried to contact people on the phone and they were either rude or dismissive , I heard about this pop through my neighbour. Really good to speak to someone face to face”

Do you have any suggestions to improve the Pop - up Housing Office sessions?

“Let us come earlier”

“Do more advertisement of the pop ups”

“get teams like ASB, rents and teams that can help with other areas. Housing officer was helpful but couldn't answer all my queries”

“Speaking different languages. Money support question. Rent and arrears support. Benefits”

4.12 Neighbourhood Services Feedback

“Our staff team have been very happy with the provision. The ability to tell a customer that they can come and see someone at a specific day and time has really reduced some of the difficult behaviour we used to encounter. We previously had frequent reports of customers becoming angry and frustrated with our staff when we could only direct them to a customer services phone and, in some cases, they would have long waits and become more unhappy with our staff on site. We now find that more agitated customers are almost immediately reassured when they are informed of the pop-up offices and they know that they can come and see someone. We have encountered very few issues with sessions and anything that has come up so far has been minor”

4.13 Staff Feedback

Repairs staff and housing staff were also asked for their feedback on the how they thought the pop-up sessions had gone.

“It's good for the tenants to have somewhere to go and see a person especially those with no technology or don't do online”

Some staff also fed back that it is very time consuming and that they struggled to catch up with other work that they were required to carry out for tenants. such as communal inspections. Some of the enquires were not also tenancy related.

It was noted that some of the furniture used by staff could have been more robust and cover was required for staff to have adequate breaks.

4.14 Tenancy Scrutiny Panel Feedback:

The members were very appreciative and positive of the housing pop up offices and said they preferred the face-to-face contact with the housing officer. Some members highlighted issues with parking at Porkpie Library and suggested offices be held at Eyres Monsell Community Centre and Kingfisher. The Thurnby Lodge office should be promoted to nearby estates.

4.15 Points to consider:

- Tenant feedback highlights the value of the housing pop-up sessions, indicating that they should be made a permanent feature moving forward.
- Rooms for the housing pop-up sessions have already been booked for 2026/27. In light of the upcoming closure of the Tudor Centre and St Matthews Community Centre, alternative venues to be arranged in advance.

- Postcode data indicates that most attendees travel to pop-ups within their own ward. Ongoing monitoring of postcode data will be necessary to inform future planning.
- With 155 other enquiries is their scope for customer services to support at the Pop-up Offices.

4.16 Recommendations:

- Make the pop-up offices a permanent service offer and provide staff who facilitate the pop-ups with more comfortable furniture and adequate break provisions
- Adjust the timing of the housing pop-up sessions from 11:00–15:00 to 10:00–14:00. This change is based on feedback received from tenants and staff supporting the sessions.
- Increase promotion of the housing pop-up sessions, in collaboration with the Communications Team. Focus should be given to the surrounding wards of Thurncourt, where attendance numbers have been low.

4.17 Next Steps

A further review of the Housing pop-up offices will be carried out in six months' time. By then, additional postcode data will be available, allowing us to gain a clearer understanding of where tenants are travelling from to attend the pop-up offices.

- Further steps will be taken to promote the pop-up offices through online channels, social media, tenant groups, the annual rent letter, the Tenants' Annual Report, and by requesting ward councillors to promote the service to their constituents via their own communication channels.
- Service areas such as Registration and the Income Management Team will trial attendance at the pop-up offices.

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

5.1 Financial implications

There are no significant financial implications of the recommendation to make pop-up offices permanent. The staff time is within existing staffing resource. There are nominal costs to the HRA for the use of General Fund locations.

Signed: Stuart McAvoy – Head of Finance

Dated: 26th February 2026

5.2 Legal implications

There are no present legal implications to report.

Signed: Shazmina Ghumra (Principal Solicitor – Civil Litigation)

Dated: 19 February 2026

5.3 Equalities implications

Our Public Sector Equality Duty (PSED) requires us to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between those who share a protected characteristic as defined by the Equality Act 2010 (sex, sexual orientation, gender reassignment, disability, race, religion or belief, marriage and civil partnership, pregnancy and maternity, age) and those who do not. The Council also has an obligation to treat people in accordance with their Convention rights under The Human Rights Act, 1998.

The report provides an overview of the housing pop up sessions to date and includes feedback from staff, tenants, other service areas, and the tenancy scrutiny panel, most of which has been positive. If the pop-up sessions become a permanent service, they will benefit people from across a range of protected characteristics who can liaise face to face with officers having the opportunity to discuss any issues/queries. We need to ensure any communication regarding the pop-up sessions is accessible and targeted at the relevant stakeholders/cohort who would benefit from attending these sessions in person. The proposed review of the pop-up offices should provide the council with an overview of how the service is being delivered and take up by tenants.

Signed: Sukhi Biring, Equalities Officer

Dated: 5 February 2026

5.4 Climate Emergency implications

There are no significant climate emergency implications directly associated with this report. As service delivery by the council and partners generally contributes to the council's carbon footprint, any impacts could be considered within delivery of the service such as encouraging the use of sustainable travel options, using buildings and materials efficiently and following the council's sustainable procurement guidance, as appropriate and relevant.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 5th February 2026

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

6. Background information and other papers: None

7. Summary of appendices: None

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

No

9. Is this a “key decision”? If so, why?

No