

ANNUAL HOUSING REPORT 2024-25

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| Meeting | Cabinet |
| Date | 10 February 2026 |
| Cabinet Member | Cllr Moses Crook Deputy Leader and Transport and Housing |
| Key Decision Eligible for Call In | No No |
| <p>Purpose of Report</p> <p>To inform Cabinet of the content of the Annual Housing Report for Homes and Neighbourhoods for the year 2024–2025.</p> <p>The report summarises service activity, performance, and tenant satisfaction for the 2024–25 financial year and provides an overview of compliance with regulatory requirements.</p> | |
| <p>Recommendations</p> <p>Cabinet is asked to note the content of the Annual Housing Report 2024–25.</p> <p>Reasons for Recommendations</p> <p>To provide Cabinet with oversight and assurance in relation to Homes and Neighbourhoods service activity and performance for the 2024–25 reporting year.</p> | |
| <p>Resource Implications</p> <p>N/A</p> | |
| <p>Date signed off by <u>Executive Director</u> & name</p> <p>Date signed off by the Service Director for Finance?</p> <p>Date signed off by the Service Director for Legal Governance and Commissioning (Monitoring Officer)</p> | <p>7 January 2026 – David Shepherd</p> <p>28 January 2026 – Kevin Mulvaney</p> <p>29 January 2026 – Samantha Lawton</p> |

Electoral wards affected: N/A

Ward councillors consulted: N/A

Public or private: Public

Has GDPR been considered? Yes

1. Executive Summary

- 1.1. This report accompanies the Annual Housing Report 2024–25 and is provided to Cabinet for information.
- 1.2. The Annual Housing Report sets out Homes and Neighbourhoods service activity and performance for the reporting year and includes Tenant Satisfaction Measure (TSM) data and narrative aligned to the Regulator of Social Housing Consumer Standards which include Safety and Quality, Neighbourhood and Community, Tenancy, and Transparency, Influence and Accountability.
- 1.3. The report also references delivery against commitments made in the 2023–24 Annual Housing Report and identifies areas of focus for the 2025–26 reporting period.
- 1.4. Due to service change and change in leadership, the annual report is delayed and would usually be published in the summer following the year end. Preparation for the 2025–26 Annual Housing Report is underway, with publication planned for June 2026, aligned with the national release of Tenant Satisfaction Measures.
- 1.5. Due to its delayed publication, we are able to share the significant progress that has been made across Homes and Neighbourhoods services that has subsequently been made since March 2025, which is briefly set out below:

1.5.1. Tenant Satisfaction Measures

Recent mid-year Tenant Satisfaction Measure data indicates improved performance and tenant perception across safety, repairs, complaints handling, and overall satisfaction, providing Cabinet with assurance that the service is moving in the right direction and that the performance set out in the AHR represents a historic position rather than the current operating reality.

Mid-year satisfaction with the overall service from KHN was 65%, an increase of 8% from the reported position in the AHR. There was also an increase in satisfaction that KHN listen and acts on tenant views, from 49.6% to 58%, and 74% of respondents agreed they were treated fairly and with respect.

1.5.2. Safety and Quality Standard

Fire safety

In the AHR it was reported that 94.5% of our homes had the required safety checks. Following the commencement of the Fire Risk Assessment (FRA) programme across all housing blocks, as of December 2025 100% of FRA's had been completed.

Damp, Mould and Condensation (DMC)

There has been a significant improvement in our performance and ability to respond to reported cases of DMC. The position improved from 1700 cases open DMC cases at the end of March 2025, to 393 open cases in December 2025. There were 2278 new cases received between April – December 2025, with 2940 treatments completed.

Water Hygiene

Following the launch of the water safety risk assessment programme, this has been completed, with 20,418 (99.76%) of assessments conducted on-site and the remaining 49 (0.24%) completed via desktop review. All assessments indicated a low risk level.

Decent Homes

The Stock condition programme is now underway and a total of 581 stock condition surveys, EPC and HHSRS have been completed.

1.5.3 Neighbourhood and Community Standard

Anti-Social Behaviour

Since its launch in October 2025, the Tenant Census and vulnerability programme has collected 613 forms, enabling KHN to update tenant records and identify vulnerabilities across our households. The recruitment of the ASB team is ongoing, with a full team expected to be established within the financial year.

Adaptations

The adaptations team have delivered 271 adaptations up to end of December 2025, supporting tenants to live comfortably in their homes

1.5.4 Tenancy Standard

Fraud

New fraud training for staff is expected to be delivered by the end of the financial year. Early development has begun on a fraud policy to ensure a consistent and effective approach. Engagement work with tenants will be required, and delivery is expected in financial year 2026-27. The revised tenancy agreement was successfully launched in July 2025 and includes a section on housing fraud and service charge implementation.

1.5.5 Transparency, Influence and Accountability

Complaints

The Council has received 592 Stage 1 Complaints up to and including quarter three. Of these, the service has effectively managed to improve the performance at Stage 2, with 84.24% of complaint responses being issued within the required timescales. The Housing Ombudsman has reviewed 22 cases up to quarter three this year. KHN continue to use complaints as a source of valuable insight into its effectiveness and to identify areas requiring improvement, demonstrating ongoing commitment to learning and getting the basics right.

Tenant Voice

This financial year's engagement programme began after the Tenant Voice Strategy Action Plan was agreed by Tenant Led Panel (TLP) in summer 2025. The stated goals for this financial year in the Annual Housing Report are on track to be achieved. This year's engagement programme has included multiple district-wide drop-ins, community-based sessions, retirement living visits, and event-embedded discussions, generating completed surveys and hundreds of informal contacts. Work is ongoing to deliver the Kirklees Homes and Neighbourhood website rebrand referenced in the AHR. This is due for delivery in February 2026. Bi-annual TSM surveys were launched in 2025, with the first 'additional' TSM survey conducted in July, followed by another wave in November 2025, totalling 1775 responses from our tenants. Both waves have produced an overall improved picture of perception from the tenants sampled.

2 Information required to take a decision

2.1 N/A.

3 Implications for the Council

3.1 Council Plan

The Annual Housing Report 2024–25 supports delivery of the Council Plan for Kirklees 2025–26, particularly the priority to ensure that residents live in safe, secure, and well-maintained homes and that communities are supported to thrive.

Specifically, the report aligns with the Council Plan by:

- Supporting the ambition to improve housing quality and safety, including compliance with statutory safety requirements and the Decent Homes Standard.
- Contributing to safe and cohesive communities through the management of anti-social behaviour and neighbourhood services.
- Promoting fairness, transparency, and accountability, through tenant engagement, complaints handling, and clear reporting of service performance.

3.2 Financial Implications

In 2024–25, the Council received £95,351,425 in rental income. The financial information included within the Annual Housing Report 2024–25 is taken from the Housing Revenue Account and outlines how tenant rent income was spent during the financial year.

Expenditure during the year covered areas including repairs and maintenance, housing management, capital works and improvements, communal costs, and extra care schemes, as set out within the report.

3.3 Legal Implications

The Annual Housing Report 2024–25 has been produced in accordance with the legal requirements as set out in the relevant legislation and guidance which includes, but is not limited to, the Social Housing Regulation Act 2023 and the Consumer Standards introduced by the Regulator of Social Housing (the Regulator) with effect from 1 April 2024.

The report sets out Homes and Neighbourhoods performance against the Standards; Safety and Quality, Neighbourhood and Community, Tenancy, and Transparency, Influence and Accountability and includes Tenant Satisfaction Measure data as required by the Regulator.

It is advised that the Council ensures that it continues to ensure compliance with the regulatory requirements including regulatory engagement with the Regulator of Social Housing given the Regulatory Notice, that is still in place, to give continued assurance about improvement activity.

3.4 Climate Change and Air Quality

N/A.

3.5 Risk, Integrated Impact Assessment (IIA) or Human Resources

There are no additional risks, Integrated Impact Assessment implications, or human resources implications arising from this report.

The report is provided for information only and does not introduce new policy, service changes, or decisions requiring assessment.

4 Consultation

N/A.

5 Engagement

N/A.

6 Options

N/A.

7 Next steps and timelines

The Annual Housing Report 2024–25 will be published following completion of final design and routine sign-off.

Ongoing performance and tenant satisfaction information will continue to be published through existing reporting channels.

Preparation of the Annual Housing Report 2025–26 is underway, with publication planned for June 2026, aligned with the national release of Tenant Satisfaction Measures.

8 Contact officer

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9 Background Papers and History of Decisions

[Annual Housing Report 23/24](#)

10 Appendices

Annual Housing Report 2024-25

11 Service Director responsible

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