

REPORT TITLE: Annual Housing Report 2025/26

Meeting:	Chief Executive Decision Making
Date:	22 June 2026
Cabinet Member (if applicable)	NA – Decision to be taken by the Chief Executive using powers set out in the Constitution under Article 7 paragraph 7.9.1
Key Decision Eligible for Call In	No No
<p>Purpose of Report This report presents the Annual Housing Report 2025/26. The report provides an overview of how Kirklees Council has delivered against the Regulator of Social Housing’s Consumer Standards during 2025/26, including service performance, key achievements, areas for improvement and priorities for the year ahead.</p> <p>The key outcome to note is that overall satisfaction has increased by 10% from 57% to 67%.</p> <p>The Annual Housing Report is required to be approved so that the results of the service Tenant Satisfaction Measures can be published to tenants in July 2026.</p>	
<p>Recommendations</p> <ul style="list-style-type: none"> • Approve the contents of the Annual Housing Report 2025/26 and publication to the Council website. • Note the progress made during 2025/26 in strengthening compliance with the Consumer Standards and improving services to tenants. • Note the areas identified for further improvement during 2026/27. • Acknowledge and thank Tenant Led Panel for its contribution during 2025/26, including the Chair’s statement and the Panel’s wider scrutiny, feedback and engagement work referenced throughout the Annual Housing Report. • Note that the report will be shared with Portfolio Holder via briefing session and with Cabinet in the next Bi-Annual Housing Service Update. <p>Reasons for Recommendations</p> <ul style="list-style-type: none"> • The Annual Housing Report forms part of the Council’s commitment to openness, accountability and continuous improvement in the delivery of housing services. • It provides Tenant Led Panel with assurance on progress made during the year, sets out how tenants have been informed about service performance, and supports the Council’s wider regulatory and governance responsibilities as a registered provider of social housing. 	

Electoral wards affected: All wards

Ward councillors consulted: N/A

Public or private: Public

Has GDPR been considered? Yes

1.0 Executive Summary

- 1.1 The Annual Housing Report 2025/26 provides a retrospective summary of how Kirklees Council has delivered housing services. The document is structured around the Regulator of Social Housing's four Consumer Standards (*Safety and Quality, Neighbourhood and Community, Tenancy, and Transparency, Influence and Accountability*) the report draws together service performance, key achievements, areas requiring further improvement and priorities for 2026/27. It includes progress in tenant satisfaction, governance and assurance, fire safety, damp and mould, repairs, complaints handling, anti-social behaviour, tenant influence, and investment in homes and neighbourhoods, while also being clear about where further work is still required.
- 1.2 Approval to publish this document is sought now to enable the service to meet the requirement placed on providers to publish TSMs annually. The Regulator of Social Housing requires publication to ensure that tenants are kept informed of service performance. Landlords publish in July in order to meet regulatory requirements for timeliness, completeness and accessibility of publication.
- 1.3 The report reflects the important contribution made by Tenant Led Panel during 2025/26. The Panel's scrutiny, challenge and feedback have helped shape service improvement activity throughout the year, and its role is referenced throughout the Annual Housing Report. The Council would like to thank the Panel for its continued work and constructive challenge, and to give particular thanks to the Chair for contributing her statement to the report.
- 1.4 A key feature of the report is the improvement in tenant satisfaction across a number of important measures. Overall satisfaction increased from 57% to 67%, with further improvements in satisfaction with repairs, the time taken to complete repairs, the condition of homes, building safety, communication and the extent to which tenants feel listened to and treated fairly. These improvements suggest that changes made during the year are beginning to have a positive effect on tenant experience.
- 1.5 The report also evidences strong progress in key safety and quality priorities. Damp, mould and condensation has remained a major area of focus, reflecting both the importance of tenant health and the requirements introduced through Awaab's Law. Open cases reduced from more than 2,000 at the start of 2025 to 166 by October 2025, supported by a large programme of inspections, treatments and follow-up contact. Fire safety assurance has also strengthened, with fire risk assessments completed across all residential blocks within the scope of the programme and follow-on works being delivered where issues have been identified. More broadly, the report shows a stronger approach to property safety, repairs monitoring and investment planning.
- 1.6 The report highlights several wider service improvements linked to stronger governance, clearer oversight and better use of learning across housing services. During the year, work has continued to improve accountability, strengthen the visibility of service issues and support a more systematic approach to improvement. Tenant involvement has also become more embedded through formal governance routes, including the Tenant Led Panel and Neighbourhood Forums, alongside wider engagement activity and new opportunities for scrutiny.

- 1.7 In addition to service performance, the report sets out a significant long-term commitment to investment in council housing. Cabinet approval of a £390 million capital investment programme over the next five years provides the basis for continued improvement to existing homes, including safety works, planned maintenance, component replacement and work to meet the Decent Homes Standard by 2031. This is supported by the Home Assessment Visit programme, which is improving the quality of stock condition data and allowing investment to be more accurately targeted.
- 1.8 The report also demonstrates the wider role of housing services in supporting tenancy sustainment and community wellbeing. This includes support for tenants experiencing domestic abuse, money advice, employment support, tenancy sustainment, neighbourhood improvements and better use of tenant feedback to shape services. The report therefore reflects both landlord compliance and the broader contribution of housing services to resident wellbeing and place.
- 1.9 Importantly, the report is open about areas where further improvement is still required. Complaints handling remains a key priority, particularly in relation to timeliness, consistency and tenant confidence. Anti-social behaviour services have improved but are not yet delivering the level of consistency expected, and aspects of repairs and communication continue to generate complaints. These issues are recognised in the report and are being addressed through stronger oversight, revised policies, ongoing improvement plans and increased tenant scrutiny.

2.0 Implications for the Council

2.1 Council Plan

- 2.1.2 The report supports the Council's wider priorities for safe, well-managed homes, stronger communities, and services that are responsive, accountable and informed by tenant experience.

2.2 Financial Implications

- 2.2.1 There are no direct financial implications arising from this report. The report is presented to Tenant Led Panel for noting and does not seek approval for new expenditure or create new financial commitments. Any improvement activity and investment referenced in the Annual Housing Report, including capital investment in council homes, is being managed through existing service planning, approved budgets and capital programme governance arrangements.

2.3 Legal Implications

The report supports the Council's responsibilities as a registered provider of social housing under the Regulator of Social Housing's Consumer Standards. It contributes to transparency, accountability and assurance by setting out how housing services have performed during the year, how tenant feedback has informed improvement, and where further work is planned. The report does not in itself create new legal obligations or approve changes to policy.

2.4 Climate Change and Air Quality

There are no direct climate change or air quality implications arising from this report. The Annual Housing Report does, however, reference ongoing work to improve the energy performance of council homes and invest in warmer, more efficient housing through existing approved programmes.

2.5 Risk, Integrated Impact Assessment or Human Resources

The report supports effective governance, transparency and regulatory assurance by providing Tenant Led Panel with a clear account of performance, improvement activity and priorities. It helps manage regulatory and reputational risk by showing how the Council is monitoring compliance with the Consumer Standards and responding to areas requiring improvement. No direct human resources implications arise from this report. Equality, diversity and accessibility considerations are reflected through the report's focus on tenant voice, service accessibility, understanding tenant needs and improving how information is shared with tenants. An Integrated Impact Assessment is not required for this noting report, as it does not approve a new policy, strategy or service change.

3.0 Consultation

3.1 The report has been informed by service performance information, regulatory requirements, tenant feedback, complaints learning and ongoing governance and assurance activity across Homes and Neighbourhoods. It also reflects the contribution of Tenant Led Panel during 2025/26, whose scrutiny, challenge and feedback have supported service learning and improvement throughout the year.

4.0 Engagement

4.1 Tenant Led Panel is being asked to consider the Annual Housing Report before publication so that tenant scrutiny and feedback can inform the final version. Following this engagement, the report will be finalised and shared with tenants and other stakeholders in accessible formats through appropriate Council communication channels.

5.0 Options

5.1 Options considered

5.1.1 We considered options to publish now, publish at a later point, and not publish at all.

5.1.2 The option to publish now allows us to meet regulatory expectation and industry good practice. It also ensures that our tenants have access to important performance information in a timely manner.

5.1.3 The option to delay publishing was considered to allow a report to be progressed to Cabinet. On review it was felt that the scope for benefit from this did not outweigh the importance of getting performance information published.

5.1.4 The option not to publish was discounted.

5.2 Reason for recommended option

5.2.1 The recommended option allows us to publish key performance information in a timely manner. The opportunity to share with Portfolio Holder once Cabinet is appointed enables political review, along with inclusion in the Bi-Annual Housing Service Update.

6.0 Next Steps and Timeliness

6.1 The Annual Housing Report will be published in July and shared with tenants and stakeholders via usual communication channels.

7.0 Contact officer

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8.0 Background Papers and History of Decisions

8.1 There are no background papers to share.

9.0 Appendices

9.1 Appendix 1: Annual Housing Report 2025/26.

10.0 Service Director responsible

10.1 Phil Jones
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