



# Housing Annual Report for North Yorkshire Council house tenants

*1 April 2025 - 31 March 2026*

## Welcome to your Housing Annual Report for 2025-2026

We are the Tenant Editorial Panel, a group of tenants who work with the council to help shape how information is shared with you. Our role is to make sure reports like this are clear, honest and easy to understand, and that they reflect what matters most to tenants.

We are pleased to introduce this Housing Annual Report for 2025-2026. This report looks at how the North Yorkshire Council Housing Service has performed between 1 April 2025 to 31 March 2026.

We hope you find it useful and interesting, and we would love to hear your feedback.

We are always looking for more tenants to get involved in decisions that affect you and your homes. Tenant Rhonda talks about how she got involved on the back page. Thank you for reading this Annual Report!

### Your Tenant Editorial Panel



### A year of progress

North Yorkshire Council wants to provide good-quality housing services that are fair, reliable and easy to understand. We also want you to have a say in the decisions that affect your homes and communities. I would like to share some of the progress we have made this year.

Our latest Tenant Satisfaction Measures survey showed that more of you are happy with the Housing Service. Overall satisfaction increased to 74.3%, compared with 69.1% the year before. This is good news and shows that many tenants are seeing improvements in the services we provide. You can find out more about the survey results later in this report. Between 1 April 2025 and 31 March 2026, we listened to more tenant feedback and worked to make our services clearer and easier to use. We also worked hard to improve the way we deal with complaints and respond to your concerns.

During the year, we carried out more than 4,000 surveys of tenants' homes. These surveys help us understand what repairs and improvements may be needed in the future. We also improved nearly 250 homes to help make them warmer and more energy efficient, which can help reduce energy bills. More improvements are planned in the years ahead. We know there is still more to do. Rising costs, increasing demand for housing and repairs, and reducing the number of empty homes continue to be challenges. We will keep working to improve services and continue striving to ensure you have a voice in decisions that affect you.

**Cllr Simon Myers**

Executive Member for Housing



## Contents

3. Domestic abuse update

4 & 5. How the Housing Service performed

6 & 7. Complaints and learning  
from mistakes

8 & 9. Tenant Satisfaction  
- what you told us

10. How your rent was spent

11. How tenants made a difference in  
2025/26

12. Getting involved is easier than you  
might think

12. Get in touch

## Domestic abuse support

Domestic abuse can affect anyone, and it is often hidden from friends and family. Housing teams are in a unique position to spot the signs because we regularly visit homes, carry out repairs, complete safety checks and speak to tenants about their housing needs. These everyday contacts can help us notice when something may not be right and offer support at an early stage. The Housing Service also works closely with partner organisations to help make sure people get the right help when they need it.

During 2025/26 we strengthened our support for tenants experiencing domestic abuse. Two full time domestic abuse housing co-ordinators have been recruited to work across the whole of the housing service and with our partners. These specialist officers provide advice, practical support and help to staff within the housing team to improve and develop our services and overcome any barriers which arise.

They also work with other agencies

to make sure survivors receive the support they need to stay safe and rebuild their lives. IDAS is a specialist charity with many years of experience supporting people affected by domestic abuse. Four practitioners trained by IDAS now work within the Housing Service, offering direct support to anyone experiencing domestic abuse.

Housing Services are often the first point of contact for people who become homeless because of domestic abuse. During the last year our specialist staff helped survivors find safe accommodation, access financial and emotional support, and navigate housing services during a difficult time.

We are committed to creating safe homes and communities where tenants feel supported, listened to and able to seek help. No one should have to face domestic abuse alone, and support is available when it is needed.

Visit [northyorks.gov.uk/housing-domestic-abuse](https://northyorks.gov.uk/housing-domestic-abuse) for confidential advice and support.



How the Housing Service performed

Keeping homes safe has been a priority. Gas safety checks were completed for 99.7% of homes. Fire, asbestos, water and lift safety checks all reached 100% by the end of the year. Where a safety check could not be completed, we continued to follow this up.

The council also started to build a clearer picture of the condition of homes. This is important because it helps plan future repairs and improvements.

Where we need to do better

You told us that some services are not yet good enough. The main concerns were repairs taking too long, repairs not being finished properly the first time, poor communication, and having to chase for updates.

Complaints were another area where improvement was needed between 1 April 2025- 31 March 2026. More tenants were raising complaints, and this gave the council useful information about what is going wrong. However, response times have not been good enough, and tenants needed clearer updates and quicker action.

As well as the quarterly tenant satisfaction surveys, the Regulator for Social Housing requires us to publicise additional information relating to items such as health and safety, complaints and anti-social behaviour. Below is the information for the last three years.

| Measure                                                                                                           | 2023 to 2024 | 2024 to 2025 | 2025 to 2026 |
|-------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|
| Number of stage one complaints received per 1,000 properties                                                      | 12.03        | 36.88        | 52.6         |
| Number of stage two complaints received per 1,000 properties                                                      | 0.59         | 3.7          | 4.2          |
| Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 68.30%       | 69%          | 48.70%       |
| Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales | 0%           | 48.40%       | 8.60%        |
| Anti-social behaviour cases relative to the size of the landlord per 1,000 properties                             | 65.4         | 42.5         | 14.5         |

| Measure                                                                                                    | 2023 to 2024      | 2024 to 2025      | 2025 to 2026 |
|------------------------------------------------------------------------------------------------------------|-------------------|-------------------|--------------|
| Number of anti-social behaviour cases that involve hate incident reporting in a month per 1,000 properties | 0.3               | 0                 | 0.2          |
| Homes that do not meet the Decent Homes Standard*                                                          | Unable to measure | Unable to measure | 56%          |
| Non-emergency repairs completed within target timescale                                                    | Unable to measure | 68.80%            | 81%          |
| Emergency repairs completed within target timescale                                                        | Unable to measure | 75.80%            | 92.50%       |
| Gas safety checks completed                                                                                | 99.70%            | 98.80%            | 99.70%       |
| Fire safety checks completed                                                                               | 56.40%            | 91.91%            | 100%         |
| Asbestos management surveys or re-inspections completed                                                    | Not reported      | 93.01%            | 100%         |
| Water safety checks completed                                                                              | 100%              | 100%              | 100%         |
| Lift safety checks completed                                                                               | 100%              | 100%              | 100%         |

\*We reported that 56% of homes do not meet the Decent Homes Standard. At the time of writing we had completed surveys for 4,500 homes that were in the most urgent need of upgrades. We were still processing results from a further 3,000 properties. This means the figure of 56% non-decent homes is expected to change as the remaining survey results are added.



# Complaints and learning from mistakes

The council recognises complaints as a valuable opportunity to learn, reflect, and improve services.

We acknowledge the importance of continuing to learn from outcomes,, keeping you better informed, and demonstrating what improvements have been made as a result of complaints.

During the year, we didn't always meet the complaint response times required by the Housing Ombudsman. We have now recruited more staff to help with this.

**Complaints scrutiny review**

The Tenant Scrutiny Panel looked at how we deal with complaints. The panel is made up of tenants who help us check our services and suggest ways to make them better.

The panel told us that making a complaint should be simple, clear and fair. They said tenants should know how to complain, what will happen next, and how we have used complaints to improve services.

**What we have done**

We have reviewed our housing complaints policy and updated it using feedback from tenants and the Housing Ombudsman. You can read the policy here [northyorks.gov.uk/housing-complaints-policy](http://northyorks.gov.uk/housing-complaints-policy). We have also added complaints performance information on our website so it is easier to find.

Go to [northyorks.gov.uk/housing-performance](http://northyorks.gov.uk/housing-performance)

We are improving how we handle complaints by holding regular meetings to review each one and make sure it reaches the right team for a prompt response.

We are also looking more closely at what complaints tell us. This will help us spot common problems and make changes to stop the same things happening again.

**What we are doing next**

We will produce a tenant guide to explain how to make a complaint and what happens at each stage. We will also look at how to make complaints information easier to understand.

We will keep sharing updates with tenants. This will include what we have learnt from complaints and what we have changed as a result. We will involve tenants in future reviews where we can and we will ask tenants to come forward if they want to share their experience.

We have also added more support to the complaints team. This will help us check the quality of complaint replies and make sure tenants get clear, useful answers.

**Why this matters**

Complaints help us learn and improve. We want tenants to feel listened to and respected when they raise a problem. We also want to be clear about what we will do, and then do what we say. Thank you to the Tenant Scrutiny Panel for their work. Their feedback is helping us make our complaints service clearer, fairer and easier for tenants to use.



## You said...

- Make complaints easier to understand.
- Give us information in different ways, not just online.
- Show what you learn from complaints.
- Listen to tenants and involve us more.
- Improve how you talk to people who complain.
- Make complaint responses clearer and more helpful.

## We're doing...

- Using clearer language in our policy and information.
- Sharing updates in newsletters and this report.
- Sharing “lessons learned” in reports and newsletters.
- Working with tenants to review services and give feedback.
- Recording how you prefer to be contacted and responding in that way.
- Improving staff training and guidance.

## Tenant case study

A complaint was received regarding communication and coordination of work at a property. The tenant reported confusion about multiple surveyor visits, concerns about the information provided in correspondence, and difficulties identifying the correct point of contact. There were also concerns about record keeping, including references to unsuccessful access attempts where the tenant believed access had been available.

We logged the complaint at Stage 1 and issued an acknowledgement. The response explained the investigations undertaken, identified where communication could have been improved and set out the actions that would be taken. We apologised for shortcomings in communication, repeated visits and the delay in acknowledging the complaint.

A goodwill payment of £50 was also offered in recognition of the complaint handling failure.

As part of the investigation, records were reviewed, survey findings were checked and arrangements were put in place to improve coordination of future visits. Following the Stage 1 response, the resident advised that their concerns had been addressed and did not request escalation to Stage 2.

This case highlights the importance of clear communication with tenants, accurate record keeping and effective coordination between teams. It demonstrates how complaints can provide valuable learning opportunities, helping services address concerns, improve customer experience and strengthen future service delivery.

### How to make a complaint

By telephone – call our Customer Service Team on **0300 131 2 131** (please say ‘**tenant complaint**’ when prompted).

Online using the form here [northyorks.gov.uk/complaints](http://northyorks.gov.uk/complaints)

In writing: North Yorkshire Council, County Hall, Northallerton North Yorkshire, DL7 8AD

In person: to **North Yorkshire Council housing staff**

Or, with your permission, via a third party/representative.

For free impartial advice you can contact the Housing Ombudsman, [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk) or call **0300 111 3000**

Tenant satisfaction – what you told us

We ask tenants what they think about our Housing Service every quarter in a telephone survey. Tenants are selected at random and asked 12 standard questions – these are the same questions asked by all social housing landlords across the UK.

The questions are:

- How satisfied are you with the overall service from your landlord?
- If you have received a repair in the last 12 months, how satisfied are you with the overall repairs service?
- How satisfied are your with the time taken to complete your last repair?
- Do you feel your home is well maintained?
- Do you feel your home is safe?
- Do you feel we listen to your views and act on them?
- Do you feel you are being kept informed ?
- Do you feel you are treated fairly and with respect?
- How do you rate the landlord’s approach to handling complaints?
- How well do you think communal areas are cleaned and maintained?
- Are you are satisfied that your landlord makes a positive contribution to the neighbourhood?
- Are you satisfied with the approach to handling anti-social behaviour (ASB)?

| The overall results from the tenant surveys carried out in 2024-25 and 2025-26 are: | 2024 to 2025 | 2025 to 2026 |      |
|-------------------------------------------------------------------------------------|--------------|--------------|------|
| Overall satisfaction                                                                | 69%          | 74%          | +5 ↑ |
| Well maintained home                                                                | 71%          | 74%          | +3 ↑ |
| Safe home                                                                           | 82%          | 83%          | +1 ↑ |
| Communal areas                                                                      | 71%          | 71%          | -    |
| Repairs last 12 months                                                              | 75%          | 77%          | +2 ↑ |
| Time taken repairs                                                                  | 72%          | 74%          | +2 ↑ |
| Neighbourhood contribution                                                          | 65%          | 67%          | +2 ↑ |
| Approach to ASB                                                                     | 60%          | 60%          | -    |
| Listens and acts                                                                    | 58%          | 64%          | +6 ↑ |
| Fairly and with respect                                                             | 77%          | 82%          | +5 ↑ |
| Kept informed                                                                       | 71%          | 77%          | +6 ↑ |
| Easy to deal with                                                                   | 72%          | 76%          | +4 ↑ |
| Complaints handling                                                                 | 33%          | 35%          | +2 ↑ |

Thank you to everyone who has taken part in the quarterly surveys so far. Your views help us see what is working well and what we need to do better.

Overall, satisfaction improved in many areas. Tenants told us that staff are polite, helpful and treat them with respect. New tenants were also more likely to be happy with the service they received.

But we also know that some tenants have not had a good experience. The biggest issue is repairs. Some tenants told us repairs took too long, were not fixed the first time, or needed too many visits. We also heard concerns about damp and mould, heating, windows, doors and the condition of some homes.

Communication about repairs is another area we need to improve. Some tenants said they had to chase us for updates, did not know who was dealing with their issue, or found it hard to contact us. We want tenants to feel listened to and kept informed.

We also heard that complaint handling needs to be better. Some tenants felt their complaint took too long to sort out, or that the same problems kept happening again.

Tenants told us that safe, warm and well looked after homes matter. Rising costs are also a worry for many people, especially when homes are hard to heat. Some tenants also raised concerns about anti-social behaviour, shared areas, and support for people with health needs or disabilities.

We are using your feedback to improve our Housing Services. Our main priorities are to:



Make repairs quicker and better



Keep tenants updated



Deal with complaints more clearly and fairly



Tackle damp, mould and safety issues



Support tenants who need extra help



Improve shared spaces and how we deal with anti-social behaviour



Your feedback is helping us - we will keep listening and use what you tell us to make real changes.

You can read the full report about the Tenant Satisfaction Measures from our partner Acuity here [northyorks.gov.uk/tsm-2025-2026](https://northyorks.gov.uk/tsm-2025-2026)

If you want to give us your feedback on any of the issues mentioned above, please email [myhousingvoice@northyorks.gov.uk](mailto:myhousingvoice@northyorks.gov.uk)



## How your rent was spent

We do our best to make sure your rent is spent sensibly and that we are providing value for money - getting the best possible service for you using the resources we have available.

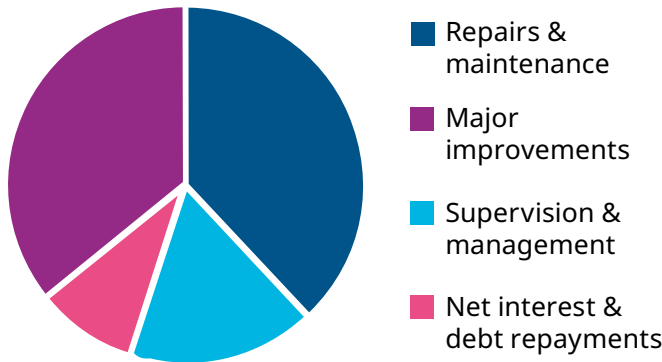
Rents for our properties are calculated on a national formula which aims to standardise rent between council-owned properties and those run by housing associations.

The average weekly rents for general needs social housing in 2025-26 were:

|               |         |
|---------------|---------|
| Bedsit        | £73.01  |
| 1 Bed         | £88.81  |
| 2 Beds        | £99.88  |
| 3 Beds        | £110.69 |
| 4 Beds        | £122.64 |
| 5 Beds        | £134.33 |
| Six+ bedrooms | N/A     |

This is how your rent was used in 2025/26, based on a 2 bed council house average weekly rent of £99.88

|                                  | %      | £     |
|----------------------------------|--------|-------|
| Repairs & maintenance            | 41.11  | 41    |
| Supervision & management         | 18.33  | 18    |
| Net interest & debt repayments   | 9.97   | 10    |
| Major improvements               | 38.30  | 38    |
| Contribution to or from reserves | -7.71  | -8    |
|                                  | 100.00 | 99.88 |



What does this mean?

- **Repairs and maintenance:** Fixing things in your home and keeping it safe.
- **Supervision and management:** Paying staff who manage your housing and support services.
- **Major improvements:** Big upgrades to homes, like new kitchens or heating systems.
- **Net interest and debt repayments:** Borrowing costs for debt held by the Housing Revenue Account (HRA) minus the allocated share of investment income earned by the council.
- **Contribution to reserves:** Funds set aside to pay for future costs.

## How tenants made a difference in 2025/26

More than 250 tenants got involved through surveys, meetings, events, community activities and conversations with staff. Their feedback helped improve services, policies and the way we work with tenants.

One of the biggest changes was giving tenants more opportunities to have their say. People could get involved in different ways, including online surveys, community events, meetings, and phone calls. This made it easier for more tenants to share their views in a way that suited them.

Tenants helped improve a number of important housing policies and services. They worked with staff to create a new Repairs Standard and Repairs Handbook, designed to make the repairs service clearer and easier to use. They also helped review the Lettable Standard, which sets out the condition tenants can expect when moving into a home, and they helped develop the Compensation Policy and Grounds Maintenance Policy.

Tenant panels also played an important role. The Tenant Scrutiny Panel reviewed the complaints process and made recommendations for improvements. The Tenant Voice Panel helped shape housing priorities and made meetings more tenant-led. The Editorial Panel worked on newsletters and other communications to make sure information is clear, relevant and easy to understand.

Tenants also helped strengthen local communities. They took part in clean-up events and neighbourhood activities in Harrogate, Selby, Richmond, Tadcaster and Ripon. These activities improved local areas, and increased pride in neighbourhoods.

We have continued to deliver on promises to tenants. Four tenant newsletters were produced, annual Tenant Satisfaction Measures were shared, meetings were offered in person and online, training was provided for involved tenants, and performance information was shared regularly.

Services are being designed with tenants, not just for them. Feedback is leading to changes, and more people are getting involved.

Looking ahead, we want even more tenants from different backgrounds and areas to get involved, so that tenant voices continue to help improve services and communities for everyone.



## Getting involved is easier than you might think

Many of you tell us you didn't think you had the time to get involved, but were surprised by how simple it was. You don't have to attend lots of meetings or make a big commitment. Whether you work, care for others or have a busy life, there are flexible ways to take part. You can share your views through a survey, email, phone call or come to the occasional meeting. You choose what works for you and how much time you can give. Even a small amount can help improve services for all tenants.

### Rhonda, one of our involved tenants, explains how easy it is:

"I have been a council tenant for over 20 years. For most of that I worked so many hours to get by, that I didn't think I had the time to give to Tenant Involvement. However, the calls/emails/newsletters come out very regularly asking for tenant involvement; so one day I just answered an email. It has been so straight forward! The following week I was on a panel asking questions of the candidates for the Assistant Director for Housing! I get emails now with upcoming dates - and what I can attend, I do. Most of the time it is just an hour, here and there. If I can't, I can't. It's so simple, and yet so rewarding, to put my two cents into what is happening to us as tenants. I definitely recommend anyone who wants to feel empowered as a tenant to try joining the team. It's friendly and made as easy as possible to be able to speak up."



To get involved, email [myhousingvoice@northyorks.gov.uk](mailto:myhousingvoice@northyorks.gov.uk)

Or call **0300 131 2 131** (please say 'housing' when prompted).



Please recycle when you have finished reading.

## Get in touch

[northyorks.gov.uk/contact-us](http://northyorks.gov.uk/contact-us)

By telephone: **0300 131 2 131** (please say 'tenant newsletter' when prompted)

North Yorkshire Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

You can make sure your voice is heard by taking part in North Yorkshire Council consultations at [northyorks.gov.uk/consultations](http://northyorks.gov.uk/consultations)

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