

Annual Housing Report 2025/2026



Tendring
District Council



Welcome to Tendring District Council's Annual Housing Report 2025/2026

Welcome to Tendring District Council's Annual Housing Report, which sets out how we have performed as your landlord during the financial year 1 April 2025 to 31 March 2026.

This report includes information about how we invest in your homes through repairs and improvements. It also explains how the rent you pay is used to maintain and improve the quality of council homes across the district and provides an update on the steps we are taking to meet the Regulator of Social Housing's Consumer Standards.

Introduction from the Tenant Panel Chair and Portfolio Holder for Housing and Planning

Over the last 12 months, we have continued to enhance and develop our housing service. We remain committed to providing tenants with warm, safe homes in neighbourhoods they are proud to live in. We are also committed to upholding the Consumer Standards and improving tenant satisfaction year on year.

We have added 29 homes to our housing stock, 24 of these were gifted properties through new developments and 5 previously held by the Council have now been returned to our general housing stock.

While we are proud of our new-build homes, we recognise that most of our valued tenants live in older homes that need ongoing maintenance to ensure they remain warm, safe and healthy.

Feedback from our Tenant Satisfaction Survey tells us that some tenants have not been satisfied with the quality of repair works they have experienced. We are addressing this so that more tenants are satisfied with the repairs service they receive, including the production of a new satisfaction survey that each property is left with after a repair has been undertaken.

We remain committed to providing tenants with warm, safe homes in neighbourhoods they are proud to live in. This year, we completed our first round of stock condition surveys. This has helped us build a clearer understanding of our homes and ensure they receive the right level of planned maintenance.

In the coming months, we hope to publish our planned maintenance programme, which will be informed by the results of these surveys. Alongside this, we have been carrying out tenancy checks, visiting each tenant every two to three years to see how they are getting on and to hear their views about the service we provide.

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We use this information, together with feedback from tenants surveys, to shape our services for the future. By being proactive, we can better understand both our homes and our tenants. Our initial round of tenancy checks is due to finish in 2027, after which the Involvement Team will begin visiting tenants again.

Tenant involvement is an area of our service that we are continuing to develop, and we encourage all tenants to get involved. This year, we introduced new opportunities for tenants to have their say, including our Reading Group and Void Inspectors.

These opportunities now run alongside our drop-ins across the district and estate walkabouts, giving everyone the chance to share their views. Our Tenant Panel is another valuable way to help shape how we deliver services and decide where rent is spent on improving and maintaining your homes. We are always looking for new Tenant Panel members, so please let us know if you would like to get involved.

Cllr Andy Baker

Portfolio Holder for Housing & Planning

Carol McDougall

Tenant Panel Chair



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Managing Tenancies

422

empty
properties
were let



During 25/26
we acquired
29 homes

79%

of you said that
you were
satisfied with
the overall
service from us

We manage
just over
3,000 homes
across the
district

We own and
manage over

350
Garages

38

households moved
via MUTUAL
EXCHANGES



Of the empty 422
homes we had to re-let:

131 were to existing
tenants and
291 to new tenants

It took us an
average of 73
days to let a
standard void
property



We have nine
Sheltered Housing
Schemes across the
district

Eight

households
evicted
for breach of
tenancy



On 31 March 2026,
we had 91 empty
homes for re-let

We have

451

LEASEHOLD
properties across the
district

About Our Homes

As of 31 March 2026, we owned just over 3,000 properties, which is about 4% of the total number of homes in the Tendring district. The type of properties that we own is illustrated in the chart below.

Housing Stock By Property Type And Bedroom Size

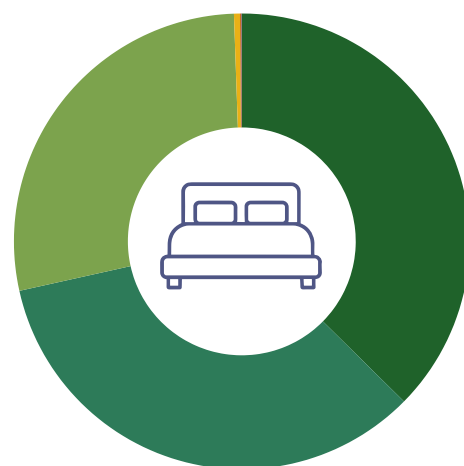
Property Type	1 Bedroom	2 Bedrooms	3 Bedrooms	4 Bedrooms	5 Bedrooms	6 Bedrooms
Flats 	694	747	12	0	0	0
Houses 	0	167	827	13	3	1
Bungalows 	254	118	5	0	0	0
Bedsits 	206	0	0	0	0	0
Maisonettes 	0	21	18	0	0	0

Spendells House (Tempoary Accomodation) 31 Properties

As of 31 March 2026, we have 2,074 households on our Housing Register, which is the list of all households who have applied for affordable housing in Tendring. Due to the high demand for housing in the district, many people who are eligible to join the Housing Register might not receive an offer of a home. Only those with an urgent housing need will have the highest priority and will be considered for any available council properties or be nominated to another registered housing provider in the district.

Housing Stock By Bedroom Size

Bedrooms	Properties	Share
 1	1,154	37.4%
 2	1,053	34.1%
 3	862	27.9%
 4	13	0.4%
 5	3	0.1%
 6	1	0.0%



1 Bed 2 Bed 3 Bed 4 Bed 5 Bed 6 Bed

Neighbourhood Management

Dealing With Anti-Social Behaviour (ASB)



180

cases of ASB reported



57%

of those who had reported ASB
were satisfied with our approach



2

ASB cases related
to hate crime



60%

thought we made a positive
contribution to the neighbourhood

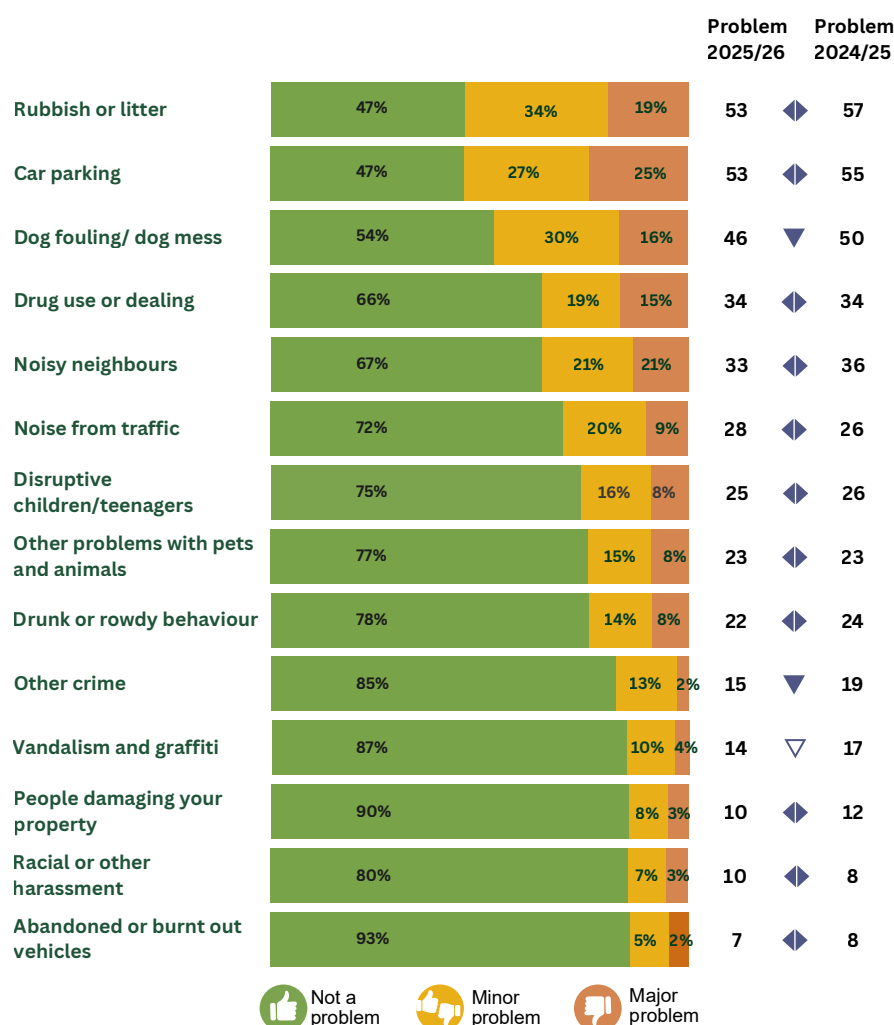
764

Neighbourhood management
complaints recorded



57%

thought that their communal areas
were kept clean and well maintained



In last year's satisfaction survey, we asked you to tell us what, if anything, was a problem in your neighbourhood.

The most frequent problems were **car parking, rubbish or litter** and **dog fouling**. Full details are shown in the graph on the left.

Complaints

We received 102 complaints about the services we provided as a landlord, with 84 responded to at Stage 1 and 18 escalated to Stage 2 in accordance with our [Corporate and Housing Complaints Policy](#).

102

Complaints received
in 2025/26

84

Responded to at
Stage 1

18

Escalated
to Stage 2



95.2 %

Stage 1 complaints
answered on time



83.3 %

Stage 2 complaints
answered on time

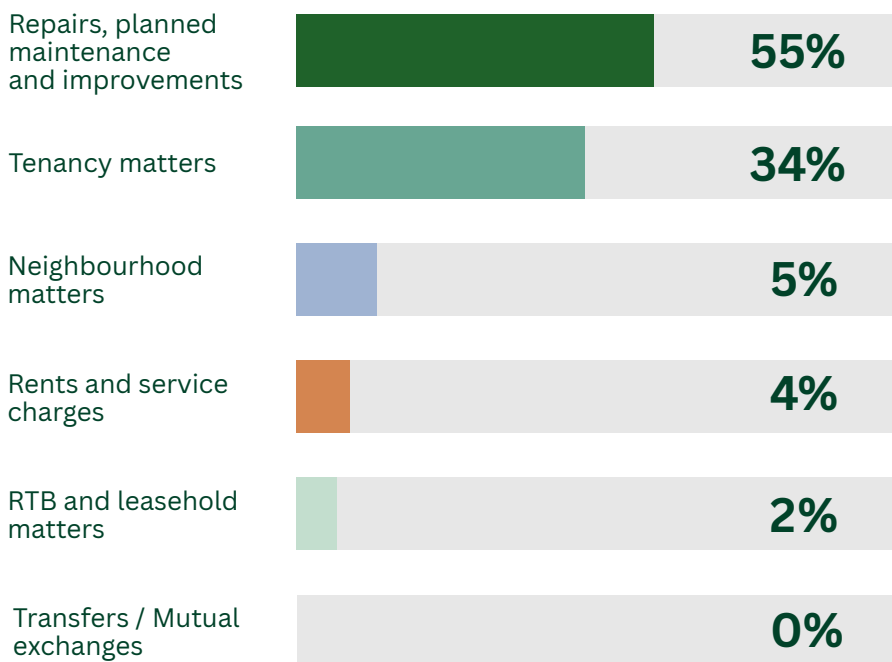


36 %

Satisfied with how we
handle complaints

Complaint Categories

Percentage of total complaints received



Key Insight

Repairs and maintenance accounted for over half of all complaints received.

While stage 1 response performance remained strong at 95.2%

tenants satisfaction with how we handle complaints was 36% indicating further improvement opportunities



**Housing
Ombudsman**

The Housing Ombudsman is a free, independent and impartial service that supports tenants in resolving complaints about their landlord.



If you wish to make a complaint to the Housing Ombudsman, you will need to complete the online complaint form, available at:

<https://www.housing-ombudsman.org.uk/tenants/bring-your-complaint-to-the-housing-ombudsman/>



Alternatively, speak to a member of staff on the phone where they can provide guidance and discuss other ways to submit a complaint.

0300 111 3000

Repairs and Improving Your Home

We completed 10,341 repairs during 2025/26

We continued to invest in tenants' homes through responsive repairs, planned maintenance and major improvement programmes

- **10,341 repairs completed**
- **84.6% of emergency repairs were completed within our published timescales.**
- **73.4% of non-emergency repairs were completed within our published timescales.**
- **74.2% of tenants who responded were satisfied with time taken to complete most recent repair**
- **77.2% of tenants who had a repair carried out in the last 12 months were satisfied with the overall repairs service.**

We spent over £3.9 million updating our homes



73

disabled adaptations
carried out in our
tenants' homes



75.6%

of you said that you were
satisfied that your home is well
maintained by us



168

new boilers and/or
heating systems
were installed



53 Kitchens



8 Wetrooms



55 Bathrooms



Key Insight

More than 10,000 repairs were completed during the year, with strong tenants satisfaction levels. Alongside day-to-day repairs, over £3.9 million was invested in improving homes through adaptations, new kitchens, bathrooms and heating systems.

Investing in Our Homes

Investing In Our Homes 2025/26



Maintaining and improving our homes remains a key priority. During 2025/26, we continued to invest in our housing stock through a range of planned improvement programmes designed to keep homes safe, comfortable and energy efficient.

Works completed during the year included electrical upgrades, heating improvements, replacement kitchens and bathrooms, accessibility adaptations, insulation works, and improvements to windows and doors. We also continued to explore more sustainable heating solutions through the installation of air source heating systems.

In total, we completed significant improvement works in hundreds of homes across the district, with particular investment in electrical upgrades, heating systems and kitchen and bathroom replacements. These improvements help ensure our homes remain safe, well maintained and fit for the future, while supporting the comfort and wellbeing of our tenants.



Electrical Upgrades

135
Homes

Average cost:
£2,500



Kitchen Replacements

31
Homes

Average cost:
£6,842



Bathroom Replacements

23
Homes

Average cost:
£5,371



Wetroom Replacements

16
Homes

Average cost:
£6,014



Gas Boiler Replacements

168
Homes

Average cost:
£3,800



Air Source Heating Systems

22
Homes

Average cost:
£15,000



Insulation Improvements

14
Homes

Average cost:
£2,499



Window Replacements

26
Homes

Average cost:
£2,108



Door Replacements

41
Homes

Average cost:
£725



Key Insight

The table shows the number of properties that benefited from each programme during the year and the average cost of the work undertaken.



New Council Homes



Total
properties

29

One bedroom
properties

11

Two bedroom
properties

11

Three bedroom
properties

7

24
Gifted

These properties were gifted to the Council by developers as part of planning obligations, increasing the supply of affordable homes available to local people.

5
Purchased

The Council purchased five properties that had previously been sold through the Right to Buy scheme, bringing them back into council housing stock and increasing the number of homes available for rent.



Key Insight

The delivery of 29 new council homes represents an important step in expanding affordable housing opportunities and meeting local housing demand.

Vacant Homes

Before an empty property can be re-let, we carry out all necessary repairs, improvement works and safety checks to ensure it meets our Letting Standard.

As part of this process, our Void Inspectors, who are tenants on our **Customer Involvement Register**, carry out a thorough inspection of each property to ensure it meets the expected standard.

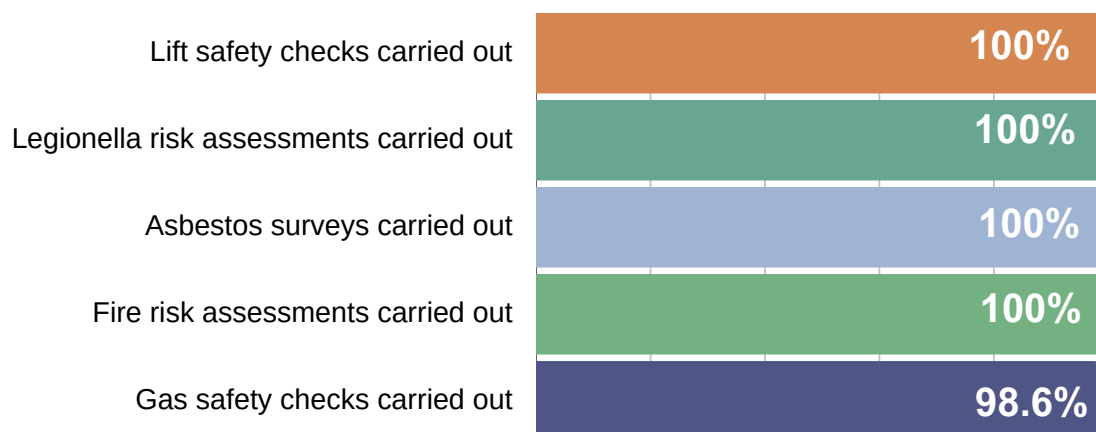
By sharing your feedback on our services, you can help us continue to develop and improve what we offer. The involvement of our tenant inspectors helps ensure our homes are safe, well maintained and ready for new tenants.

The photos below show a kitchen before and after improvement works were carried out.



Safety In Your Home

- Lift safety checks carried out
- Legionella risk assessments carried out
- Asbestos surveys carried out
- Fire risk assessments carried out
- Gas safety checks carried out



Key Insight

Every vacant property undergoes repairs, safety checks and quality inspections before being re-let, helping to ensure new tenants move into safe, well-maintained homes

Rent Management and Finance

Financial Hardship / Financial Inclusion

Tendring District Council is committed to helping tenants who are experiencing financial hardship. We recognise the devastating effects financial difficulties can have and are here to provide support and advice to those who need it, helping them access the assistance available to meet their needs. Increasing energy prices, rising living costs, stagnating wages and reduced benefits have resulted in more households experiencing financial hardship. We are here to provide support, either directly or through our partners.

What you can expect from us:

We will recognise households who are struggling and take a supportive and empathetic approach to help them improve their financial situation. Our dedicated officers are here to provide tailored advice and support to those that need it.

We will work with you to set up affordable repayment arrangements to clear rent arrears.

What we expect from you:

- That you prioritise your rent and service charge payments.
- You contact us as soon as you fall into difficulties.
- You work with us to help you maximise your income.

How we may help:

We can offer help/advice with claiming benefits, including Universal Credit, Housing Benefit, Discretionary Housing Payments including backdated claims for Universal Credit Housing Costs and Housing Benefit. We can chase possible missing benefit payments on your behalf and signpost or refer you to external agencies for debt advice and support.

Other support we can offer:

- Provide help applying to Essex County Council for the Household Support Fund Grant.
- To actively promote homeless prevention and access Homeless Prevention Grant where appropriate.
- Contact energy/utility companies to request waiving high arrears or apply for funds to help with energy bills.
- Provide advice on Food Bank Vouchers.
- Provide help and advice to those affected by migration from Housing Benefit to Universal Credit.

£268,274.06 of tenant arrears at the end of this period

96.40% of rent was collected

82% of tenants are satisfied they get value for money of their rent

8 tenants evicted for rent arrears



Contact us or drop in

Visit one of our drop-in sessions at our Pier Avenue offices, held on the first and third Tuesday of every month from 10am to 1pm.

If you would like to contact us for advice you can email or phone us

 rentsteam@tendringdc.gov.uk

 01255 686468

Housing Expenditure

How Your Rent Is Spent



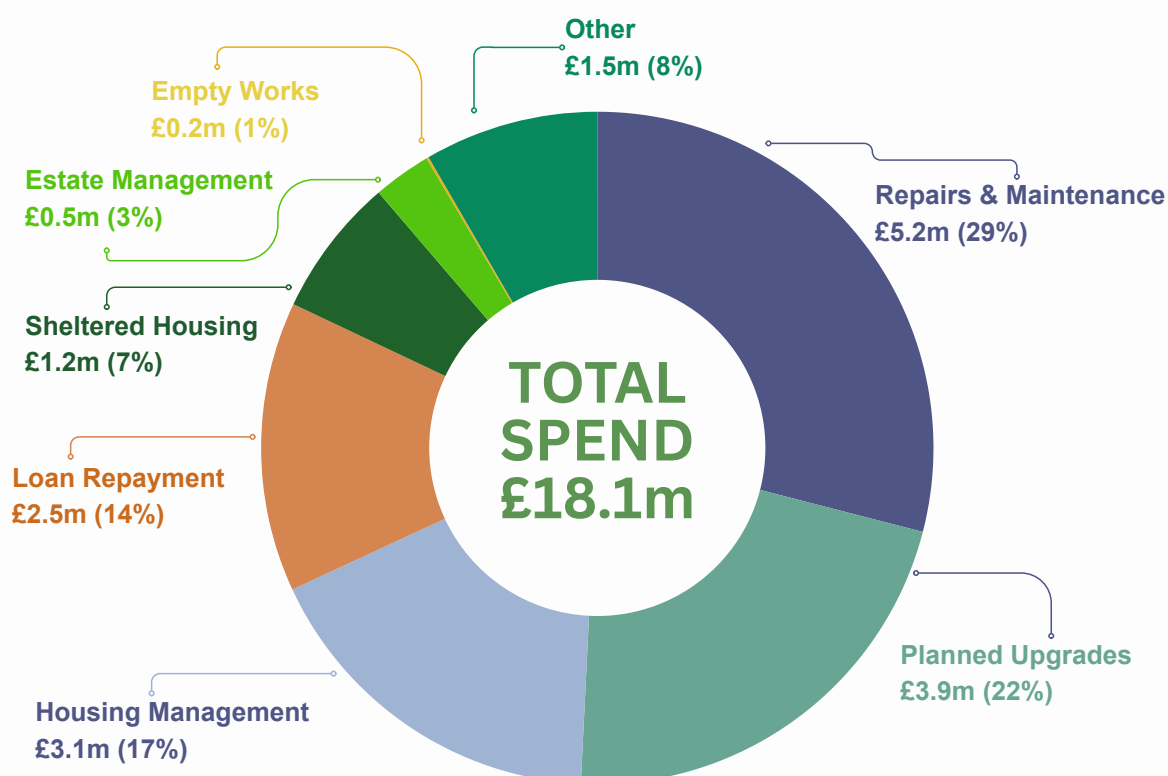
The money used to provide housing services comes from the rent you pay for your home or garage, service charges, and rechargeable repairs.

This income is held within the Housing Revenue Account (HRA), which is a ring-fenced budget used solely to manage, maintain and improve council homes, along with services provided for the benefit of council tenants.

Most of the HRA income comes directly from rents and service charges paid by tenants. This money can only be spent on council housing and related services.

The chart below shows how this funding was spent throughout the year.

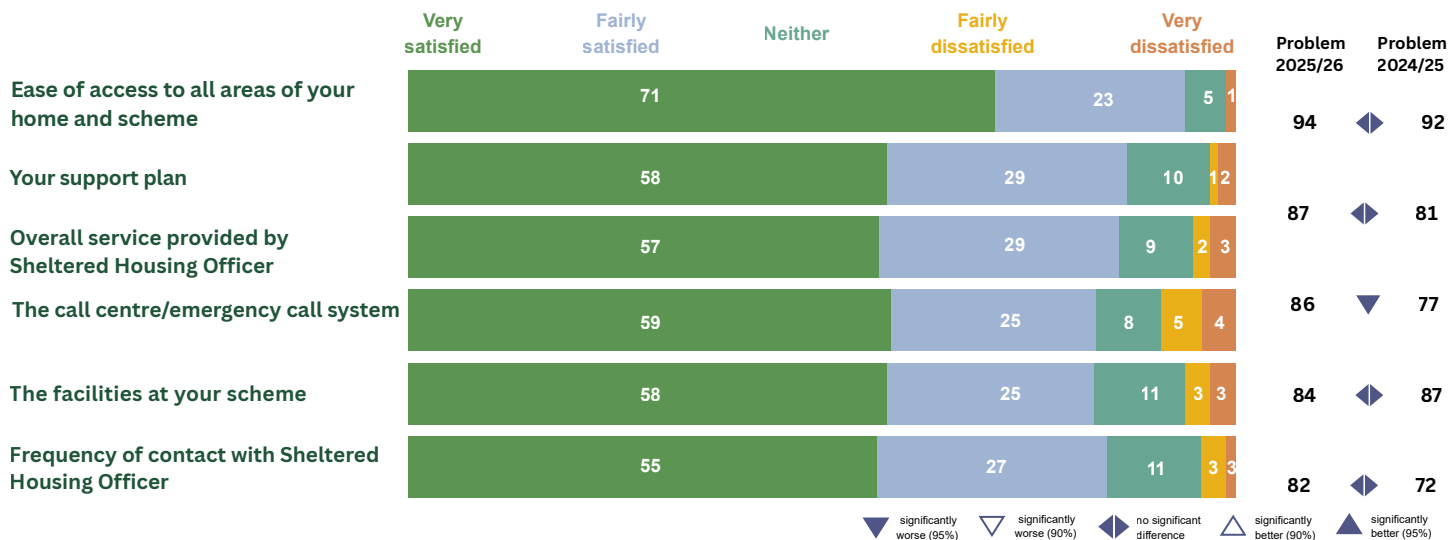
How We Spent £18.1m Maintaining & Improving Council Homes In 2025/26



Sheltered Housing and Communications

We have nine sheltered housing schemes across the district. Sheltered housing is accommodation designed for older or disabled people, enabling them to live independently while having support available if needed.

In the latest Tenant Satisfaction Measure (TSM) Survey, we asked sheltered housing tenants how satisfied they were with different aspects of the service.



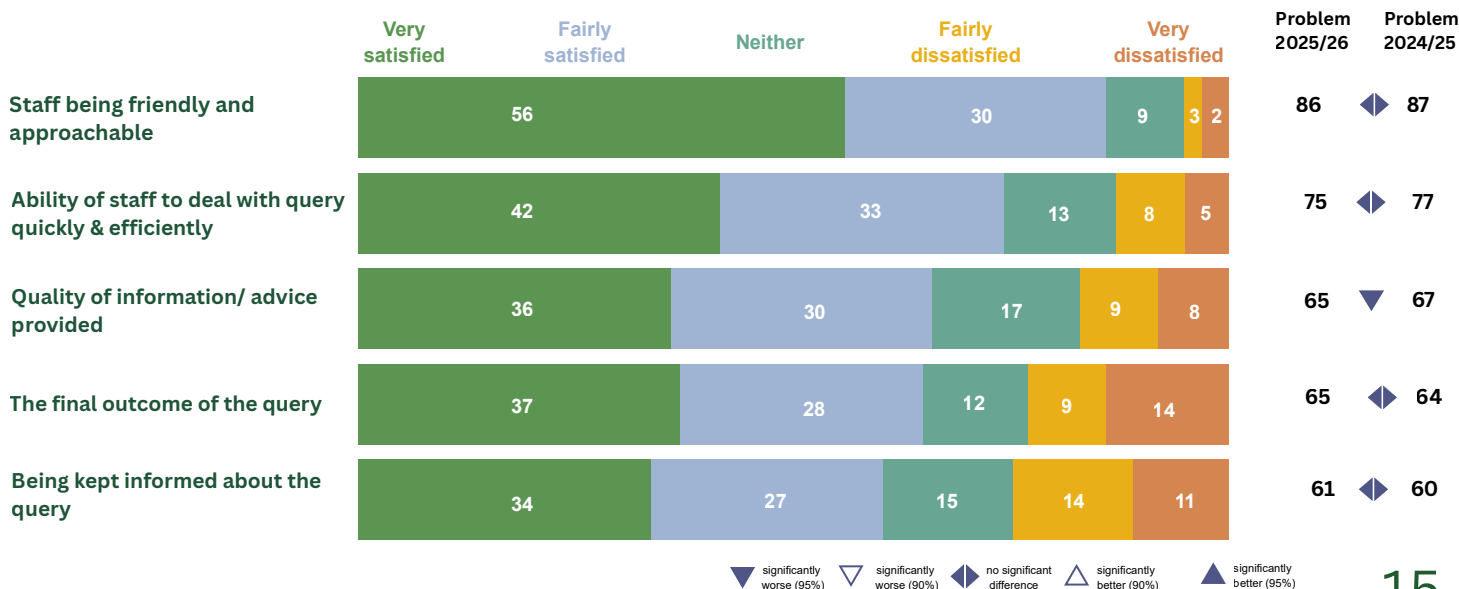
General and Sheltered Housing Communication

The telephone remained the most popular way for tenants to contact us, 74% of you made your last contact with us via the telephone

72% of tenants were satisfied that we kept them well informed about matters that were important to them.

66% of tenants felt that we listened to their views and acted on them.

Tenants were also asked how satisfied they were with different aspects of their most recent contact with us:



Involvement Calendar

Over the coming months, there will be a range of opportunities for tenants to get involved, share feedback and speak directly with housing staff.

November 2026

- ASB, Neighbourhoods and Rents Subgroup - **3 November**
- Alresford Walkabout (De Staunton Close/Ford Lane/Wivenhoe Road) - **4 November**
- Repairs Subgroup - **10 November**
- Housing Network Event - **12 November** - Join us at the Princes Theatre from 10am – 2pm – come along to meet a wide range of local services, support organisations, community groups and get the chance to speak to us about any rent, tenancy management or involvement queries.
- Complaints and Tenant Satisfaction Measures (TSMs) Subgroup - **17 November**
- Harwich and Old Harwich Drop-in Session - **17 November, from 10am to 1pm**, at the Harwich Community Hub
- Little Oakley Walkabout (Seaview Avenue) - **18 November**
- Walton Walkabout (Grove Avenue) - **25 November**

December 2026

Our final drop-in session of the year will take place on **8 December, from 10am to 1pm**, at Great Bentley Village Hall.

Our programme for 2026 concludes with our **Tenant Panel meeting on 9 December**. Please keep an eye on future editions of Tendring Reports for details of our 2027 programme.



Get involved

If you would like to get involved in any of our tenant involvement activities, please contact Tenant Involvement by emailing: tenant.involvement@tendringdc.gov.uk or calling 01255 686690.