



GUILDFORD
BOROUGH



Annual Report **to Tenants**

Guildford Borough Council
Housing Services

2025-2026

Welcome to your

Annual Report

A joint introduction from the Chair of the Tenants' Engagement Group and the Lead Councillor for Housing.



Alan Wood

Chair, Tenants' Engagement Group



Cllr Julia McShane

Leader of the Council and Lead Councillor for Housing

Dear resident,

Welcome to this year's Annual Report from me Alan Wood, tenant and Chair of the Tenants' Engagement Group, and Councillor Julia McShane, Lead Councillor for Housing.

Having worked closely with tenants and Housing Services, we are pleased to share this update on the progress that has been made over the past year, the improvements delivered in response to your feedback, and how the Council is continuing to invest in the homes and services that matter most to you.

It has been a positive year for Housing Services.

Earlier this year the Council achieved a C1 grading from the Regulator of Social Housing. This recognises they are meeting the expected consumer standards and providing a good service to you, our tenants. This is an important milestone, reflecting both the commitment of Housing Services and the valuable feedback and challenge provided by tenants.

Tenant Satisfaction Measures are continuing to improve. This shows more of you feel satisfied with the services the Council provide, and the changes we are helping to make, based on your feedback, are having a meaningful impact.

We know the things that matter most to you are the quality of your home and the services you receive day to day. That's why Housing Services are focusing on improving repairs performance, resolving existing issues and working hard to get jobs completed right and on schedule, first-time round. They are also continuing to invest in our homes and deliver new housing, so that more people can benefit from safe, secure and affordable places to live in our borough.

Together with the Tenants' Engagement Group, the Council are making sure you have a strong voice in shaping Housing Services and priorities. Your views are essential and help guide decisions.

Thank you for taking the time to read this report, and for working with us to help make our communities safe, supportive and great places to live."

Alan Wood
Chair, Tenants' Engagement Group

Cllr Julia McShane
Leader of the Council and Lead Councillor for Housing

Contents

02	Welcome to your Annual Report	09	Resident Engagement: Listening, Learning, and Acting Together
04	Future Surrey, What this Means for you	11	Responding to Complaints
05	Regulatory Judgement, C1	12	Maintaining Homes
06	Our Tenant Satisfaction Measures 2025/26	15	Decent Homes Standard: Keeping your Home in Good Condition
		17	Tackling Damp and Mould: Faster Action, Better Results
		18	Keeping you Safe
		19	Neighbourhood and Community
		21	Providing Homes for People in Need
		22	How we Spend your Rent



Visit: www.surreylgrhub.gov.uk

Future Surrey

What this Means for you

Local government in Surrey is changing to make council services simpler, clearer and better value for residents. This is called Local Government Reorganisation.

From 1 April 2027, Surrey County Council and the 11 district and borough councils will be replaced by two new unitary councils – East Surrey Council and West Surrey Council.

Residents living in Guildford will be part of **West Surrey Council**.

Surrey County Council services will divide between East Surrey Council and West Surrey Council.

How this affects you

All housing services will continue as normal, including housing advice, tenancy management, support services, repairs, the housing register, allocations and homelessness support. You'll still be supported by the same local housing teams who know you and your community.

If you already have a repair booked, a service request logged or an ongoing case, this will continue to be managed as usual. There will be no break or disruption to the service you receive.

Over time you will notice a few small changes such as a new council name or brand, and possibly new contact numbers or ways to get in touch. We'll make sure you're kept informed as any changes happen. Importantly, this won't affect your home or the housing services you receive.

Your tenancy agreement, rent and the way you pay your rent will not change as a direct result of local government reorganisation. You'll continue to hear from us about rent in the usual way, including the annual rent review in February or March 2027. Any future changes to improve or align services would always follow the normal legal process and tenant consultation.

You have no action to take

You don't need to take any action because of the change to a new council. We'll contact you if any information is needed.

For more detailed information about Local Government Reorganisation in Surrey.



Visit:

www.surreylgrhub.gov.uk



Regulatory Judgement, C1



Our housing service rated C1 by the Regulator of Social Housing

We're really pleased to share some positive news about our housing service.

Earlier this year, the Regulator of Social Housing (RSH) carried out an independent inspection of our housing service. Their role is to check councils are meeting the national standards residents should expect. They look closely at how homes are managed and how services are delivered.

The result? We're delighted to say that we achieved a C1 consumer rating, the highest possible rating. With only a small number of landlords receiving this top rating, it demonstrates the progress made across our housing services. It also shows your views are being listened to and used to improve services.

So, what does a C1 rating actually mean for you?

During the inspection, the Regulator focused on the things that matter most to residents, including safety, repairs, transparency and communication. A C1 rating means they are satisfied that homes are being kept safe, well maintained and legal checks are properly managed. It also confirms the systems we use for repairs, complaints and day-to-day case handling are working as they should.

This is a significant achievement, but it doesn't mean everything is perfect. We know there is still more to do, and our improvement journey doesn't stop here. Meeting national standards is the minimum you should expect from your housing service, and we're determined to keep building on this strong foundation.

We remain fully committed to improving the quality and consistency of our services. We'll continue working with you to shape future improvements and make sure safety and quality remain at the heart of everything we do.



We have 4982 Council properties in Guildford Borough

Our Tenant Satisfaction Measures 2025/26

Over 650 tenants took part in our second year of Tenant Satisfaction Measures TSM surveys. The feedback we receive helps us understand how you feel about the services we provide. We then identify what's working well and highlight areas where we need to improve.

To ensure independence and accuracy, we commissioned Acuity Research & Practice, a specialist social housing research company, to carry out the TSM surveys.

- Survey period: Wave 1 - June 2025 to July 2025 and wave 2 - December 2025 to January 2026.
- A random sample covering over 10% of all council tenants, across online and telephone interviews.
- Total respondents: 654 tenants

The questions asked were based on the standardised TSM perception measures issued by the Regulator of Social Housing. The results reflect the views of tenants living in general needs and sheltered housing.

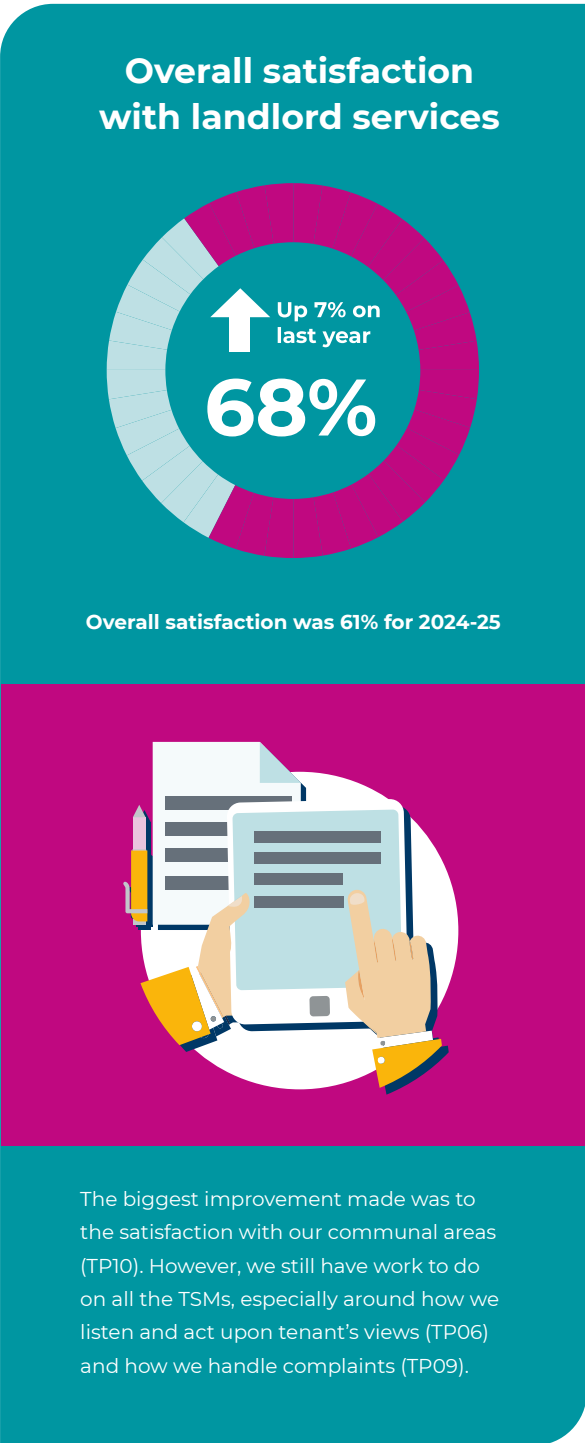
The biggest improvement made was to the satisfaction with our communal areas (TP10). However, we still have work to do on all the TSMs, especially around how we listen and act upon tenant's views (TP06) and how we handle complaints (TP09).



Survey Results

Tenant Perception Measures

Below, you will find the results from the 2025 to 2026 survey, alongside a comparison with our 2024 to 2025 results. .



Full list of our Tenant Perception Measures:

Ref. number	What we asked our tenants about	% of satisfied responses 2024 - 2025	% of satisfied responses 2025 - 2026	Annual improvement
TP01	Overall satisfaction	61%	68%	+7%
TP02	Repairs service	63%	68%	+5%
TP03	Time taken to complete most recent repair	63%	63%	0%
TP04	Home is well maintained	61%	63%	+2%
TP05	Home is safe	68%	70%	+2%
TP06	Landlord listens to tenants views and acts upon them	41%	47%	+6%
TP07	Landlord keeps tenants informed about things that matter to them	56%	63%	+7%
TP08	Landlord treats me fairly and with respect	64%	67%	+3%
TP09	Landlord's approach to handling complaints	22%	30%	+8%
TP10	Landlord keeps communal areas clean and well maintained	48%	63%	+15%
TP11	Landlord makes a positive contribution to neighbourhood	45%	55%	+10%
TP12	Landlord's approach to handling anti-social behaviour (ASB)	43%	50%	+7%

Our Management Information Scores:

Ref. number	Description of TSM standard	GBC performance 2024 - 2025	GBC performance 2025 - 2026	Annual improvement
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.7%	99.6%	-0.1%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%	100%	0
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%	0

BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%	63%	0
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	0
RP01	Proportion of homes that do not meet the decent homes standard (low cost rented accommodation only)	10.0%	8.5%	-1.5%
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (low cost rented accommodation only)	80.1%	76.2%	-4.9%
RP02	Proportion of emergency repairs completed in the landlord's target timescale (low cost rented accommodation only)	98.8%	95.2%	-3.6%
NMO1	Number of antisocial behaviour (ASB) cases opened (per 1,000 homes)	6.7	8.7	+2.0
NMO1	Number of antisocial behaviour (ASB) cases that involve hate incidents (per 1,000 homes)	0.0	0.20	+2.0
CHO1	Number of stage 1 complaints received (per 1,000 homes)	59.9	93.6	+33.7
CHO1	Number of stage 2 complaints received (per 1,000 homes)	4.4	11.6	+7.2
CHO2	Proportion of stage 1 complaints responded to within the Housing Ombudsman's complaint handling code timescales	53.5%	75.1%	+21.6%
CHO2	Proportion of stage 2 complaints responded to within the Housing Ombudsman's complaint handling code timescales	54.5%	81.0%	+26.5%

Management Information Scores

Our management information scores are quantitative, operational performance metrics that complement the perception-based TSMs. They are derived from internal systems and records (not surveys) and reflect how we are performing in key areas to support our internal performance management.

Key Messages

- Overall tenant satisfaction has increased significantly, with all perception measures improving year-on-year.
- Safety compliance remains strong, with most statutory safety measures at or near 100%.
- Complaints handling and tenant influence remain our weakest areas and require focused improvement.
- Repairs satisfaction has improved, but operational performance has declined and needs attention.

What we're doing next:

Our key actions for 2026/27 include:

- Improving complaints handling and communication.
- Strengthen tenant voice and engagement.
- Increasing investment in repairs and reducing non-decent homes.
- Reviewing and improving estate services and neighbourhoods.

For more information or to get involved;



Visit:

www.guildford.gov.uk/housing

Resident Engagement: Listening, Learning, and Acting Together



Over the past year we have taken important steps to strengthen how we work with residents. Our focus has been simple: to listen more, learn from your experiences, and act on what you tell us.

What we've achieved this year

This has been a significant year for resident engagement, with more opportunities than ever for you to get involved and influence housing services.

- Our Tenants' Engagement Group (TEG) has grown in numbers and continues to play a vital role in monitoring and improving our services. This year, members have:
 - Regularly reviewed key performances and policies.
 - Advocated and supported residents across the borough.
 - Co-developed Contact Point as editors to ensure articles are clear, useful and relevant
 - Played an important role in the Regulator's inspection and the Council achieving a C1 grading.
- We introduced a new Tenants and Residents Association (TRA) framework, making it easier for groups to become formally recognised and access funding to get started.
- We held our first co-design workshop, where residents helped develop the new Voids Standard.
- We launched our first resident-led scrutiny programme, with a core group of residents reviewing services in detail for improvement.
- Delivered our first annual engagement events in August 2025, during which we completed over 100 surveys with residents.



It's very nice to see you, coming out and checking to see how we are.

We've been here 10 years and this is the first time we've had this.

A long-standing tenant's comments from our first Keeping in Touch event day.

You Said, We Did

We know that listening is only the first step, what matters is what we do next.

We are committed to showing how your feedback leads to real improvements. Throughout the year, we share updates through our publications, including this report, and on our dedicated You Said, We Did webpage: www.guildford.gov.uk/article/27525/You-Said-We-Did

Get Involved

If you would like to get involved in helping us improve services, we would love to hear from you. You can find all our current and future engagement opportunities here: www.guildford.gov.uk/tenantandleaseholderengagement or calling 01483 505050.

Ways to get involved:

- 

Tenants' Engagement Group (TEG):
www.guildford.gov.uk/teg
- 

Resident-led Scrutiny Panel:
www.guildford.gov.uk/article/27577/Resident-led-scrutiny
- 

Tenant and Leaseholder Sounding Board:
www.guildford.gov.uk/article/27526/
- 

Tenant and Leaseholder Sounding Board:
www.guildford.gov.uk/TRA

No matter how much time you can give, your voice matters and helps shape the services you receive.



Complaint performance, a breakdown by numbers

- During 2025/26, 466 Stage 1 housing services complaints received. Up from 301 in the previous year.
- 75.1% were responded to within the Housing Ombudsman's 10-working day target.
- 58 Stage 2 complaints, compared with 22 in the previous year.
- 81% of these complaints were responded to within the Housing Ombudsman's 20-working day target.

The increase in complaints reflects greater confidence in the accessibility of the formal complaints process. The complaints highlight key areas where services need to improve. The Tenant Satisfaction Measures (TSMs) show 30% of residents were satisfied with how we handled their complaint during 2025/26. Whilst this is below the sector median of 37%, it is an increase of 8% from the previous year.

Residents told us that:

- 64% found it easy to make a complaint.
- 35% felt they were kept informed throughout the complaints process.
- 32% said it was easy to deal with us during the complaints process.

These results show that while residents generally find it straightforward to raise a complaint, we need to improve communication and make the overall complaints experience better.

Satisfaction with complaints handling



Previous year's percentage (2024-25): 22%



The most common reasons for complaints:

- Failure to complete repairs.
- Unresolved repairs.
- Moving home.
- Missed appointments.
- Delays in delivering services.

Priorities for 2026/27

- Improve contractor performance through stronger contract management and performance monitoring.
- Reduce repair delays by improving the planning and delivery of repairs.
- Keep residents better informed by providing more regular updates throughout repairs and the complaints process.

- Ensure every complaint has clear ownership from start to finish.
- Use the learning from complaints and resident feedback to improve our services and reduce repeat issues.

We welcome complaints because they help us understand where our services have fallen short and where we need to improve. Every complaint gives us an opportunity to learn, improve our services and provide a better experience for our residents.

More information on how to make a complaint can be found on our website.



Visit:

www.guildford.gov.uk/makeacomplaint

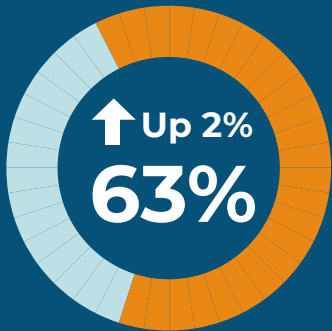


Call:

01483 505050

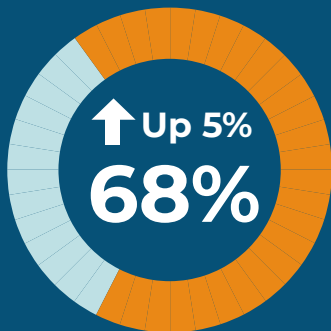


Satisfaction that the home is well maintained



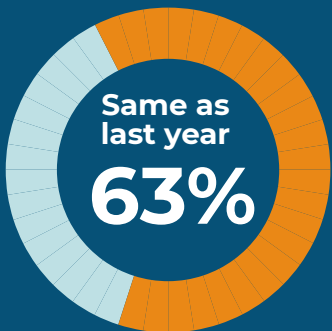
Previous year's percentage (2024-25): 61%

Satisfaction with repairs



Previous year's percentage (2024-25): 63%

Satisfaction with time taken to complete the most recent repairs



Previous year's percentage (2024-25): 63%



Repairs Service

During 2025/26, we introduced new working arrangements for our repairs service by appointing Axis CLC as our main repairs contractor. This new contract began in October 2025.

The contract provides new technology and additional resources to support the delivery of repairs. Our workforce can now receive jobs through an app on their mobile phones, allowing them to update repair records in real time and upload photos of completed work. This is a significant improvement on our previous paper-based system, which was slower and more time-consuming to manage.

The new system also keeps you better informed about your repair. You will receive a text message when your repair is logged and another when the operative is on their way. Once the repair has been completed, you will be invited to complete a short survey so you can tell us about your experience.

As the new contract was introduced at pace, it has taken time to put all the necessary resources and processes in place. We recognise that this has led to delays, and we apologise for any inconvenience caused. During this period, we have prioritised emergency and urgent repairs, which has meant that some longer-term, non-urgent works have taken longer than expected to complete.

We are continuing to work closely with Axis CLC to deliver an improvement plan that will reduce the number of outstanding repairs and improve your overall experience of the service.

Complete our quick and easy form:



Visit:

www.guildford.gov.uk/reportarepair



Call:

01483 505050 press option 3, then option 1 for Repairs.

Decent Homes Standard: Keeping your Home in Good Condition

We're continuing to invest in making sure your homes meet the Decent Homes Standard. At the end of March 2026, 92% of our homes met the standard.

If any homes fall below the standard, we include them in our 2026/27 investment programme to bring them back up to standard by March 2027. We'll be checking these properties through our stock condition survey to see if they also need repairs or upgrades.

How we are improving:

- Improve the quality of life for residents
- Protect our homes for future generations
- Stock condition surveys to understand the current state of our homes.
- Tenant feedback to hear directly from you about what matters most.

Stock condition surveys - what's happening?

In October 2025 we started a new 3-year programme to survey the condition of all our homes. This helps us understand the condition of homes so we can plan future repairs and improvements.

Between October 2025 and February 2026, and with your cooperation, our surveying company MLCS3 visited over 1,700 homes to complete new stock condition surveys.

These have now been identified for inclusion in future programmes to improve and replace kitchens, bathrooms, windows, doors, roofs, heating systems, etc.

The remaining 3,250 homes will be visited and surveyed over the next two years. This will determine what investment will be needed for your property over the next 30 years.

These surveys help us keep your home safe, warm, and in good repair. Thank you for your cooperation!



During the 2025/26 financial year, the number of homes that benefited from capital improvements were:

Capital Improvements	Number of homes benefiting
Central heating boiler upgrades	198
Disabled adaptations	284
Electrical and smoke detectors	1,118
Replacement Fire Doors	1,398
Replacement external doors	689
Replacement windows	140
Replacement roofs	37
External and structural works	224
Kitchen, bathroom, and electrical	333



Tackling Damp and Mould:

Faster Action, Better Results

Tackling Damp and Mould

With the introduction of Awaab's Law in October 2025 we increased our resources to have a dedicated Damp and Mould team. Their focus is the investigation and resolution of cases, working diligently to meet the new regulations. We've introduced a new casework management system to help us track inspections and works orders. The new system increases efficiency and keeps residents better informed.

Our Performance

- 1,466 damp and mould cases reported and managed last financial year.
- 99.1% of inspections were completed within 10 working days and are consistently exceeding our 90% target.
- The average number of days to inspect is 7.1 days, well below our 10-day target.
- There have been issues with meeting demands of carrying out damp and mould remedial works which has resulted in delays. We have now invested in additional resources to assist in meeting the demands.
- You can report damp and mould using our online reporting form at:

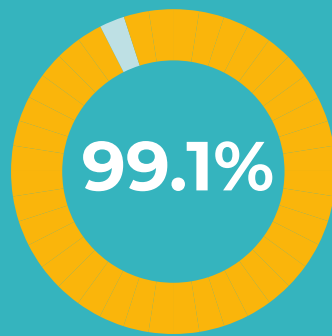


Visit:

www.guildford.gov.uk/article/27336/Dealing-with-damp-and-mould



99.1% of inspections were completed within 10 working days and are consistently exceeding our 90% target.



Keeping you Safe

Making sure your home is safe is one of our most important responsibilities. We carry out a range of safety checks every year to make sure we meet legal requirements and keep you and your household safe. 70% of tenants told us they feel their home is safe, a 2% improvement on last year.

How we're performing on key safety checks

Safety Measure & Our Performance:

- Homes with a valid gas safety check 99.77%
- Relevant buildings with a current fire risk assessment 100%
- Buildings with a current asbestos survey 100%
- Communal areas with a current annual water safety risk assessment 100%
- Buildings with current lift safety checks 92%
- Homes with a valid electrical safety check (EICR) 93.8%
- Communal areas with current electrical safety check (EICR) 100%

Domestic compliance has improved from 83.8% in May 2025 to 93.8% in March 2026. Electrical tests and inspections of communal areas increased from 78.6% last year to 100% by March 2026.

We monitor these safety measures closely to make sure nothing is missed. Our goal is always 100% compliance, and we are working hard to reach and maintain that target in every area. We introduced a new Access Liaison Officer to support the arrangement of critical compliance checks with residents.



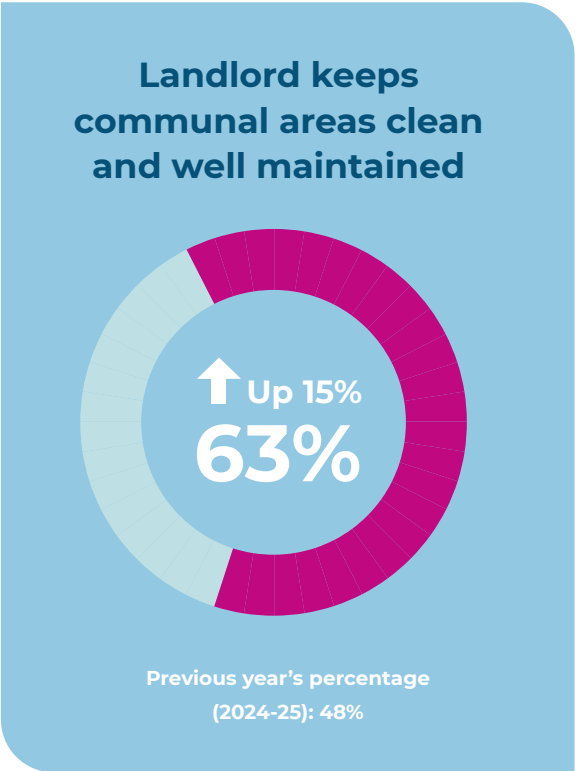
Compliance	Year-end target	Year-end Actual (March 2026)
Buildings with a valid Fire Risk Assessment (FRA)	100%	100%
Fire Doors Installed	100%	78.4%
% of homes with valid 5-year EICR	100%	93.8%
% of communal areas with valid EICR	100%	100%
% of homes with tested detectors	100%	97%
% of homes with valid gas safety certificate	100%	99.77%
% of Lifts serviced*	100%	*92%

*Two lifts were out of service at year end

Neighbourhood and Community

We know our neighbourhoods and their communities' matter. We want all residents to feel safe and have pride in where they live. That's why we now have two permanent Estate Inspectors with clearly defined areas of responsibility. Their role is to maintain a visible presence across the estates. They engage proactively with residents, identify and address concerns, and report any issues promptly for further action.

Below are the Tenant Satisfaction Measures for 24/25 and 25/26. As you can see we have made a marked improvement in both areas.



Tenant visits, a friendly check-in

We continue our programme of visits to all council managed homes. These visits are not formal inspections; rather, they provide an opportunity to ensure that:

- Your home remains safe and in good condition
- Any repairs or issues are identified and addressed
- Your contact details are accurate and up to date
- You are receiving any support you may require

As of March 2026, we have successfully completed 1,687 tenancy visits.

Tenancy Sustainment

We understand that life can sometimes bring financial, social, or personal challenges that make it difficult to manage a home. Our aim is to provide early, holistic support to prevent homelessness and promote long-term housing stability.

The Tenant Sustainment Team supported 129 residents between April 2025 and March 2026. The Welfare Benefits and Money Advisor worked with residents to secure £179,028 in financial support through specialist money advice. The Tenancy Sustainment Officer helped 23 residents sustain their tenancies through tailored early-intervention support.

Tackling Anti-Social Behaviour (ASB)

We have seen an increase in resident satisfaction regarding our management of anti-social behaviour, rising from 43% in 2024/25 to 50% in 2025/26. While this demonstrates positive progress, we recognise there is still significant work to be done and remain committed to further improvement.

Addressing anti-social behaviour continues to be a key priority. We are strengthening our approach by:

- Working closely with partners.
- Taking early and proportionate action.
- Ensuring residents feel heard and supported when concerns are raised.

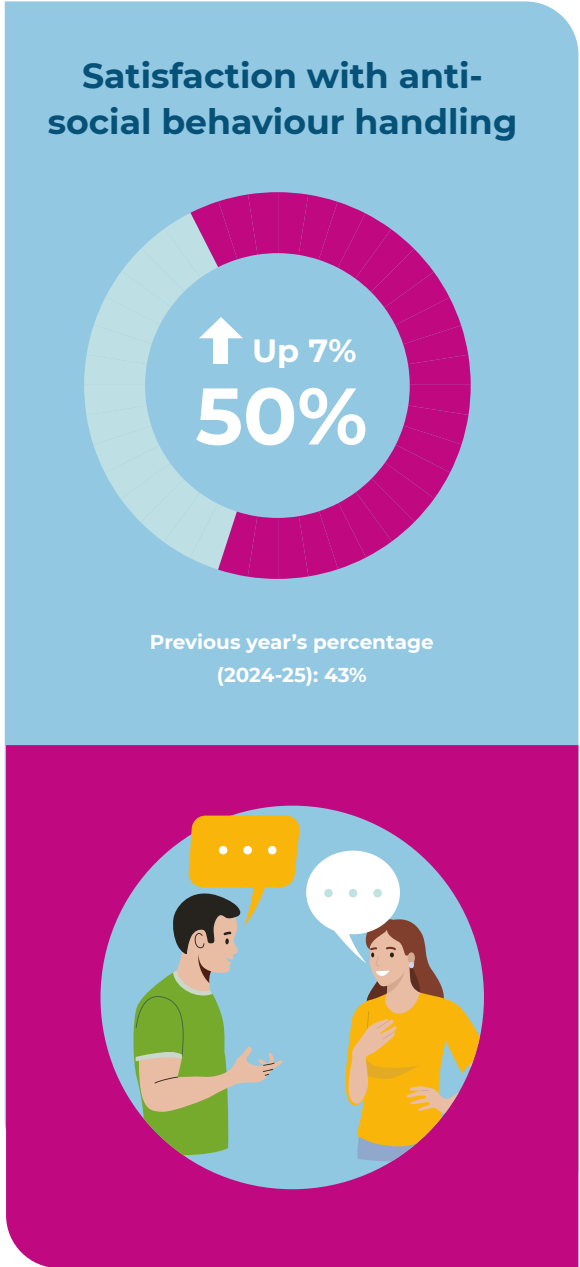
Our focus remains on improving response times, maintaining clear communication, and delivering consistent outcomes.

Sheltered and Supported Housing, specialist support where it’s needed

Our dedicated Sheltered and Supported Housing teams help residents live safely, independently and confidently in their homes.

Sheltered Housing

At the end of March 2026, there were 255 residents across our 6 sheltered housing schemes. Sheltered housing enables older residents to live independently in their own homes for longer. Additional on-site support is available when needed, reducing the need for more intensive care services.



Supported Housing

We are proud to support residents living independently. During 2025/2026 39 residents received tailored support plans which include regular meetings and reviews based on their individual needs.

To learn more about these services, visit:
www.guildford.gov.uk/article/25976/Who-can-get-sheltered-housing

Or: www.guildford.gov.uk/article/25575/What-you-need-to-know

Providing Homes for People in Need

The demand for housing in our borough is high and we do not have enough social housing to meet demand. We currently have 2628 people on our housing register, waiting for a home. That is 360 more than 2024/25. We have been focusing on improving the turnaround times for empty properties to keep waiting times down as low as possible.

There has been a steady reduction of empty homes over the last year. We reported a total of 200 voids at the end of March 2025. As of April 2026, this is now 180. We know there is still more to do and we are working hard to return our empty homes back to safe, liveable conditions.

Over the past year the Council let 195 properties in 2025-2026. 38% of these lets were transfers and 62% were from the housing register. The breakdown compared to 2024/2025.

Number of bedrooms	2024/25 Numbers let	2025/26 Numbers let
Studio	12	9
1 bed	69	72
2 bed	43	46
3 bed	30	32
4 bed house	4	4
Sheltered and supported housing lets	49	32
Total	207	195



How we Spend your Rent

We're proud to report our rent collection is extremely high, at 99.5% of all rent. This equates to £39.5 million, which allows us to reinvest into your homes and services.

Income Total: £39.5 million Expenditure Total: £22.5 million

Dwelling Rents: £35.9m	HRA Responsive and Planned Maintenance: £11.1m
Garages & Shops: £1.1m	Tenant & Neighbourhood Services: £4.3m
Service Charges: £2.0m	Sheltered Housing, Strategic & Community Services: £5.4m
Interest & Other Income: £0.5m	Debt & Other Items: £1.7m

The £17m surplus went to reserves to support future capital investment.

How each £1 is spent



- Tenant & Housing Services 23p
- Responsive & Planned Maintenance 30p
- Major Repairs & New Build Reserve 37p
- Revenue Funding of Capital (RFFC) 10p

Investing in Quality Homes

To support our goal of 100% Decent Homes compliance, we prioritised:

- Urgent works through our Voids Programme
- Developed and published a new Housing Asset Management Strategy, www.guildford.gov.uk/housingstrategies
- Commenced and completed over 1,800 new stock condition surveys
- Targeted Decent Homes upgrades prioritising kitchens, bathrooms, heating, structural works, and roofing

Capital Spending

In addition to day-to-day costs, we've also made major long-term investments in our homes through capital funding.

In 2025-26 we invested **£8.4 million** in long-term **capital improvements**, including:

- £7.4 million** on major repairs and upgrades (such as kitchens, bathrooms, roofs, and windows)
- £626,000** on acquiring land and buildings for future development
- £365,000** on new build projects, including small sites to help tackle local housing need

Our Housing Improvement Plan – one year on

Last year, we shared our refreshed Housing Improvement Plan and the priorities that would help improve housing services for tenants and leaseholders.

Over the past 12 months, we have focused on making homes safer, improving service delivery, strengthening resident engagement and building stronger foundations for the future.

This has included:

- Investment in housing safety and compliance.
- Improvements to repairs and housing services.
- Development of new strategies and policies.
- Better use of data and performance information to support decision-making.

What have we been working on?

Keeping homes safe

- Strengthening compliance and building safety arrangements
- Improving our approach to damp and mould
- Completing more than 1,700 stock condition surveys
- Developing a long-term Housing Asset Management Strategy to support future investment in homes and neighbourhoods.
- Improving services
- Reviewing and improving repairs services and processes
- Strengthening performance reporting and data quality
- Investing in housing systems and technology to support better services
- Improving how we use information to make better decisions and deliver better outcomes for residents.
- Listening to residents
- Expanding opportunities for residents to get involved

- Developing resident scrutiny arrangements
- Carrying out tenancy visits to better understand residents' needs
- Using resident feedback to help shape service improvements.

What does this mean for you?

- Safer homes and stronger compliance
- Better understanding of the condition of your home
- Improved services and accountability
- More opportunities to influence decisions
- Continued investment in homes and neighbourhoods.



Looking ahead

Over the coming year, we will continue to focus on the things that matter most to residents: safe homes, reliable services, effective communication and opportunities to influence decisions.

We will build on the progress made so far, continue investing in our homes and neighbourhoods, and use resident feedback to help shape future improvements. Work is underway to refresh the Housing Improvement Plan, ensuring it remains focused on delivering positive outcomes for residents and meeting the expectations of the Regulator of Social Housing.



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