



2024-25

Annual Housing Report



Homes & Neighbourhoods



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Introduction

The Annual Report covers our work between April 2024 to March 2025. We aim to give tenants, leaseholders, staff, councillors, and stakeholders an honest look at what we do well, where we need to improve, and how we will do it.

This year has been about action and change. On 1 April 2024, the Regulator of Social Housing implemented new regulations setting out the standards Kirklees Council must meet when delivering services to its tenants.

The Regulator has introduced four Consumer Standards that tell us what we must do to support our tenants:

- **Safety and quality standard**
 - Your home must be safe, well maintained, and repaired to a decent standard.
 - Landlords must carry out safety checks, respond to urgent repairs quickly, and keep properties in a good state of repair.
 - You can expect clear repair timescales, safety checks in your home, and improvements when homes are not meeting the required standards.
- **Tenancy standard**
 - Landlords must manage tenancies fairly, lawfully, and consistently while providing clear tenancy information.
 - Landlords must follow fair lettings and eviction practices, provide tenancy agreements and rights information, and support household stability.
 - You can expect clear rules on rent, transfers, mutual exchanges, and when tenancy action might be taken.
- **Neighbourhood and community standard**
 - Landlords must keep neighbourhoods safe, tackle anti-social behaviour, and support community wellbeing.
 - Landlords must prevent and respond to anti-social behaviour, work with partners on safety issues and to improve tenants' lives, and support victims of hate crime or domestic abuse.
 - You can expect clear anti-social behaviour policies, timely action on reports, and support when you feel you are not safe and help when you are struggling with things like money.
- **Transparency, influence, and accountability standard**
 - Landlords must be open about services, performance, and decisions and ensure tenants can influence these decisions.
 - Landlords must publish performance data and tenant satisfaction measures, follow a fair complaints process, and involve tenants in decisions.
 - You can expect easy access to information about repairs, rents and complaints outcomes. Opportunities for you to give feedback on our policies and plans and tell us what is important to you.

Tenant satisfaction measures

The regulator also requires that councils tell tenants how they are performing, and that they ask their tenants how they feel their landlord is delivering for them. These are called the Tenant Satisfaction Measures (TSMs). TSMs help us understand what matters most to our tenants, so we can prioritise our work to improve in these areas.

We have made significant progress in delivering Consumer Standards for our tenants in 2024-25, but we know there is more to do. We have separated this report into sections covering these standards. It will set out what we have done so far to meet these standards, our performance and feedback from our tenants, and how we will deliver for tenants in the coming year.

You can read more about the Consumer Standards on the government's website:

[Regulatory standards for landlords](#)



Our governance

We work alongside the Councillors, the Homes & Neighbourhoods Improvement Board and our Tenant Led Panel. They provide scrutiny, challenge and advice across all our housing services. They make sure we are doing what we need to do to deliver good service to our tenants and monitor our progress in areas we need to improve.



Portfolio Holder

Councillor Moses Crook

In 2024 we have seen a year of growth and transformation across our homes and neighbourhoods service, which has been both essential and extensive. We faced significant challenges, including a notice from the Regulator of Social Housing, and we turned these difficulties into opportunities to strengthen our services and raise our standards.

Our teams have shown incredible resilience and commitment, working tirelessly to clear backlogs, and to embed new systems that will keep us ahead and ensure lasting improvements to the services we deliver to our tenants. This determination gives me confidence that we have within the service, the skills, the passion, and the drive to overcome obstacles, to deliver the quality our tenants deserve, and the capacity to expand our provision against increasing demand. Actively listening to our tenants and ensuring their voices are heard will be fundamental to achieving this.

Looking ahead I'm excited about the progress on our development schemes, particularly the new Extra Care scheme at Ash View which will come to life in 2025, alongside the completion of the fire safety works at Harold Wilson Court. Our vision is clear: to meet housing need and to create safe, secure and thriving communities where tenants can feel proud of their homes. The work we've done over this year sets a strong foundation for achieving that aim, and together we will continue to build our housing service for the future.

Tenant-led Panel Chair



Antoinette Cooper

Chair of Tenant Advisory and Grants Panel

It has been a pleasure to Chair the Tenant Led Panel (TLP), part of the Kirklees Homes and Neighbourhoods governance structure, over the last year. As a panel, we have seen significant change following the introduction of the Consumer Standards and the Regulatory Notice from the Regulator of Social Housing, which you can read more about in this report.

The TLP welcomes the Consumer Standards and the subsequent work carried out by Homes and Neighbourhoods to meet the requirements of these standards, maintaining focus on the key areas of improvement. We are also pleased by the progress made in improving the operational position in many areas, including damp, mould and condensation, and fire safety.

There has been lots of work carried out across all of Homes and Neighbourhoods, driven by compliance, service improvement and above all, a commitment to keeping residents safe in their homes.

Tenant satisfaction, listening to feedback and tenant engagement is also high priority for Homes and Neighbourhoods. Whether you would like to apply to be a member of the TLP or want to know more about upcoming events, please visit

[Your Voice - Your Homes: Get Involved](#)

for more information, and have your voice heard.

Alternatively, you can get in touch via the contact details in the 'Get Involved' section of this report.

Thank you for reading this year's Annual Housing Report.

We hope you will choose to get involved if you are able and help us shape your Homes and Neighbourhoods.



Chief Executive, Kirklees Council

Steve Mawson

Chief Executive, Kirklees Council



Since our last annual report, we have placed our focus on ensuring tenants are at the heart of everything we do as we deliver our services. This has been a year of action and transformation, and we have made progress on urgent priorities, including addressing damp mould and condensation in our homes, and understanding our fire safety challenges and addressing issues.

These actions follow guidance from the Regulator of Social Housing, and the Building Safety Regulator. We have worked closely with them to ensure all our homes are safe, warm, and well-maintained. We have achieved this by strengthening our team with skilled professionals, partnered with trusted contractors, and introduced changes to how we deliver services so we can respond more quickly and effectively.

While there is still more to do, we are proud of the progress made and remain committed to building on this momentum in the year ahead. As a local authority, we aim to provide the highest possible service standards within our resources, while meeting the expectations set by our tenants.

“

We have placed our focus on ensuring tenants are at the heart of everything we do.

”

Housing governance and improvement

In 2025-26 we will implement a new Governance and Assurance team to ensure we meet the standards, improve services and get more feedback from our tenants.

For governance, the new approach will provide clearer oversight and accountability, with improved reporting and monitoring of tenant engagement and compliance with the standards. For tenants, it means their voices will more directly influence the quality and development of housing services, helping the council to listen, learn, and deliver better outcomes together.

This service will bring together the Tenant Voice and Customer Experience teams, creating a stronger link between tenant feedback, service design, and decision-making.

These changes will ensure that tenant views are at the heart of how Homes and Neighbourhoods plans, delivers, and improves its services. By connecting engagement, complaints, and performance data, the council can better understand what works well, where things need to improve, and how services can be made more responsive to tenants' needs.



Homes & Neighbourhoods

www.kirklees.gov.uk/homes
01484 414800

 **Kirklees**
COUNCIL

1400

100% Electric 

Safety and quality standards

Our performance

Kirklees tenant satisfaction council performance results 2024-25

Code	Performance measure	2023/24	2024/25	Change
RP01	Homes that do not meet the A decent home: definition and guidance.	14.4%	21.7%	Increase, +7.3%
RP02	Non-emergency repairs completed within target timescale which is 25 working days	86.5%	84.2%	Decrease, -2.3%
RP02	Emergency repairs completed within target timescale which is 48 hours	94.7%	95.7%	Increase, +1%
BS01	Gas safety checks completed	99.9%	99.9%	No change
BS02	Fire safety checks completed	81.7%	94.5%	Increase, +12.8%
BS03	Asbestos safety checks completed	100%	100%	No change
BS04	Water safety checks completed	6.5%	78.8%	Increase, +72.3%
BS05	Lift safety checks completed	100%	100%	No change

What our tenants told us

Kirklees tenant satisfaction perception measures results 2024-25

Code	Performance measure	2023/24	2024/25	Change
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	63.2%	57%	Decrease, -6.2%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	68.8%	67.3%	Decrease, -1.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.	66.3%	63.7%	Decrease, -2.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	63.4%	58.6%	Decrease, -4.8%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	69.4%	66.1%	Decrease, -3.3%

Keeping homes safe

Safety is our top priority, and we know our performance in this area was not good enough in 2024-25. We referred ourselves to the regulator and on 6 March 2024, they issued Kirklees Council with a Regulatory Notice, which set what we needed to do to improve. Action groups were set up to lead and monitor progress across three main issues: fire safety, water safety, and damp, mould and condensation (DMC).

We made significant progress in ensuring homes are safe this year and will continue to do more until we have assurance our homes are safe for our tenants.

Fire safety

Last year 81.7% of our homes had the required fire safety checks. In November 2024, we initiated a fire risk assessment programme to ensure that 834 housing blocks had an up-to-date assessment of any risks so that they can be resolved. This year, 94.5% of our homes had the required checks.



In November 2024 we committed to a Fire Risk Assessment programme. We will inspect all blocks, so we can be assured we have identified all hazards and fire safety actions and address these. By November 2025, our programme to re-survey all blocks will be completed with many actions completed in-house followed by a comprehensive fire safety works programme. We aim to complete all fire safety works by December 2030.

We carried out major fire safety works at Harold Wilson Court, including installing sprinklers and updating the building's exterior to meet new safety regulations. We surveyed tenants after the works were completed to ensure they understood the changes that were made and both their responsibilities and the council's obligations relating to fire safety. 87% of respondents said they feel safer following the works and 87% said they were satisfied with how we kept them updated throughout the project.



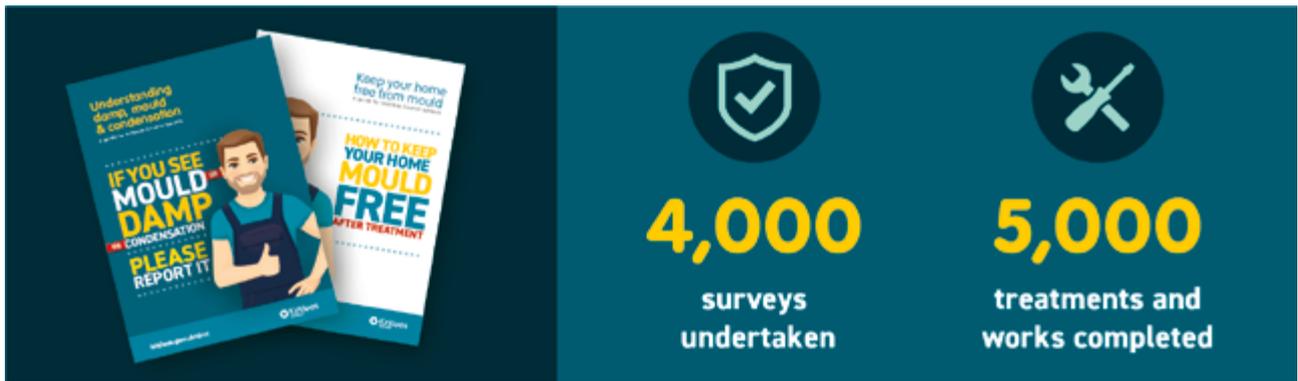
Damp, mould and condensation (DMC)

On the 27 October 2025 Awaab's law comes into effect. This law means that councils and other social landlords must investigate reports of DMC and other hazards faster, and work to fix them quickly. We also know how important this issue is to our tenants. DMC was the third most common reason for negative feedback in the TSM survey this year.

2024-25 has been a year of action on DMC, and we aim to implement the requirements of Awaab's law before it comes into effect in October. In addressing damp, mould, and condensation, this year we:

- published a new DMC Policy to deal with the most urgent cases first and make responsibilities clear
- increased our treatment capacity by bringing in three specialist contractors
- brought teams together in one location to improve communication and speed up repairs
- completed over 4,000 DMC surveys and 5,000 treatments and works.

In January 2025, there were over 2,000 open DMC cases, which fell to 1,700 by the end of March. Next year we will reduce open DMC cases to below 500 and maintain this level, to ensure we meet the requirements of Awaab's Law and provide our tenants with safe and healthy homes.



Water hygiene

This year we launched a water safety inspection programme to ensure safe water supply in our tenants' homes by assessing the risk of legionella. We changed the way we reported these assessments last year, which meant that only 6.5% of homes had reported water safety checks.

We carried out legionella assessments in over 14,000 homes in 2024-25, amounting to 78% of our properties. All homes were found to be low risk. We will finish this work in the coming year as part of our commitment to provide safe homes to our tenants. A rolling programme will continue after the inspection programme to keep all assessments up-to-date.



Repairs and maintenance

In the TSM survey this year tenants told us that an efficient and effective repairs service is one of the things that is most important to them, and that they don't always feel their feedback is heard. This year we made progress in both our performance and how we listen to what tenants have to say.

Our performance this year:

- repairs completed: 88,748
- first-time fix rate: 88%
- emergency repairs completed on time: 95.7%
- non-emergency repairs completed on time: 84.2%.



To make sure we are improving in the areas that matter most, we surveyed tenants about their experience of repairs. Feedback told us what's working, what isn't, and where tenants want to see change. Based on this feedback we started a Repairs Design Project.

We have:

- drafted a new repairs policy with clearer standards, so tenants know what to expect from us and say something if we don't meet this standard
- delivered additional training for staff and contractors to ensure collaborative working across services and address inefficiencies
- brought in real-time text surveys after jobs to capture feedback quickly – we received 9,355 texts in response, 91% reported a good service.

If there is a problem with a repair, our team leaders contact tenants directly to put things right. This approach helped us reduce complaints about repairs by more than a quarter this year.



Decent homes

The Decent Homes Standard is a set of rules that ensures homes are safe, comfortable, and in good condition. You can read more about these rules on the gov.uk website.

To be considered 'decent', a home must:

- **be safe:** no serious hazards like fire risks or structural problems.
- **be in good repair:** key parts like the roof, windows, and heating system must work properly
- **have modern facilities:** a proper kitchen and bathroom with up-to-date features
- **be warm and energy-efficient:** homes need good insulation and heating.

We have made good progress ensuring our homes are safe. However, in 2024-25 more of our homes did not meet the decent standards. This is mainly because our homes' facilities are getting older.

Inspecting our homes

Many times, old homes are automatically classified as not decent because some features such as the roof or external walls are old and at the end of their life. In 2025-26 we will focus on visiting these homes to confirm if these features still meet the required standards, or if they need to be replaced or updated.

In October we are launching a Stock Condition Survey. We will visit and survey all our homes over the next three years to make sure we know if any of our properties don't meet the Decent Homes standard, or if there are any hazards. If repairs are needed, we will make homes safe while long-term fixes are carried out. We will continue to survey our homes regularly after this three-year plan, so all our homes are inspected frequently for any problems.

As part of the stock condition survey, we are carrying out an assessment on properties which are a Band D energy performance rating or below. This will lead an improvement programme to increase the energy rating of our housing stock. This can include insulation and fabric works, installing heat pumps and solar panels and other low carbon heating or power generating systems. This is part of our commitment to the environment and our tenants and will mean lower bills and warmer homes.

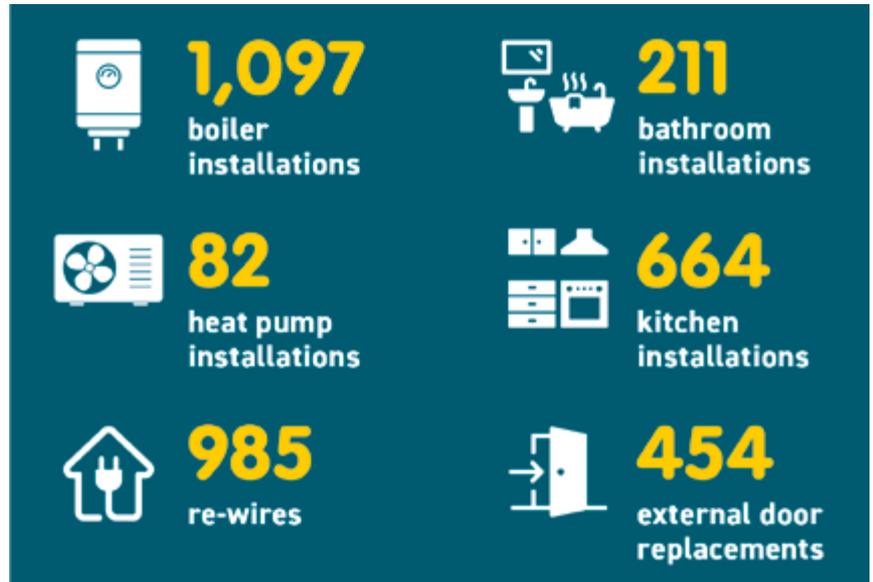


Investing in our homes

As a Council, we want to look after our homes. When parts of homes are outdated or can't be repaired, we replace them. This year we carried out:

- bathroom installations: 211
- boiler installations: 1097
- heat pump installations: 82
- external door replacements: 454
- kitchen installations: 664
- re-wires: 985

When homes don't meet modern standards and regulations and can't be fixed by replacing features we look to redevelop them, usually these are flats and blocks. It can take a long time before regenerated homes are ready for tenants, as we need to identify funding, conduct consultation and surveys, agree on the design, and seek planning permission before appointing a building contractor to start work.



The following are some updates on the developments we are working on across Kirklees.

Berry Brow

In June we revealed early designs for the new housing scheme that will replace the high-rise blocks in Berry Brow. These plans include 135 new sustainable and affordable homes over three blocks. The layout was designed to respond to the existing site constraints including site levels, surrounding trees and landscaping. We invited tenants and residents to give us feedback on the proposals so we can consider your views as these plans change through the design development phase.

The demolition of the high-rise blocks has taken longer than we would like. In 2024-25 we have focused on finding our current tenants new homes to achieve vacant possession of the blocks. We will finish this work by summer 2025. We will appoint a contractor for demolition work by December 2025 and finish demolition by the end of October 2026.

Sycamore Grange

The council is seeking to demolish and redevelop the Sycamore Grange retirement living scheme in Golcar. The site is now empty and secure after substantial work has been carried out to remove asbestos from the property. Demolition will take place during 2025-26. Once cleared a review of the site options will be considered as part of the Council Housebuilding Project. We are currently reviewing all available council sites to increase the supply of new council homes through purchasing and building over the next few years. Once this work is completed this will be the subject of a detailed report to the Council Cabinet during 2026-27.

Neighbourhood and community standards



Our performance

Kirklees tenant satisfaction council performance results 2024-25

Code	Performance measure	2023/24	2024/25	Change
NM01	Anti-social behaviour cases relative to the size of the landlord (number of cases per 1,000 properties)	25.4 per 1,000 homes	24.4 per 1,000 homes	Decrease, -1 per 1,000 homes
NM01	Anti-social behaviour cases that involve hate incidents, relative to the size of the landlord (number of cases with hate incidents per 1,000 properties)	4.5 per 1,000 homes	4.0 per 1,000 homes	Decrease, -0.5 per 1,000 homes

What our tenants told us

Kirklees tenant satisfaction perception measures results 2024-25

Code	Performance measure	2023/24	2024/25	Change
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	56.1%	45.9%	Decrease, -10.2%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	54.9%	50.0%	Decrease, -4.9%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	46.5%	39.8%	Decrease, -6.7%

As a landlord we have a responsibility to keep tenants safe in their communities and promote wellbeing wherever we can. We recognise this is an area where the council can improve.

Anti-social behaviour and hate incidents

This year we have continued to work in close partnership with Safer Kirklees, West Yorkshire Police, Noise and Pollution Teams and other partners to address anti-social behaviour (ASB) and hate incidents that were reported to us. However, tenants told us they were not satisfied with how we handled reports of ASB this year. Reports of ASB and hate incidents are down slightly, but we need to improve how we address these issues so that tenants are satisfied with the outcome and our approach.

We recognised the need to improve and in March 2025 we introduced our new Anti-Social Behaviour Policy (incorporating hate crime and noise nuisance) which we will be implementing over the coming year. You can read the new [Homes and Neighbourhoods Anti-Social Behaviour Policy](#) and the [Kirklees Hate Crime Strategy 2022-27](#) online.

What we are changing

In 2025-26 we are making several changes to improve our performance in handling ASB and hate incidents. We will:

- implement the new ASB and Hate Incident policy to make our approach clear and highlight the tools and powers available to staff and tenants
- focus on prompt action and early intervention to resolve issues quickly where possible, for example arranging mediation or issuing warnings and behaviour contracts
- expand the use of vulnerability assessments for victims and perpetrators in-line with the [Vulnerable Tenant Policy](#) introduced this year – this will enable tailored support and action that meets the needs of our tenants
- introduce a dedicated Anti-Social Behaviour team to bring in additional expertise and capacity to handle reports.



Domestic abuse

The Consumer Standards set out that a joined-up approach is vital to tackle domestic abuse and provide appropriate support and advice to victims.

The Domestic Abuse Act 2021 strengthens protections, ensures housing support, and empowers survivors to escape abusive situations and find safe accommodation. We recognise and remain committed to our role in ensuring the safety of our tenants and their families.

We work closely with our partners:

- Kirklees' Housing Solutions Service, to move victims to appropriate and safe accommodation where they can't stay in their home. Victims of domestic abuse are afforded priority in our allocation's policy for a move. We work with local refuges in emergencies.
- domestic abuse support services to support victims of abuse to be able to remain in their homes where possible
- we coordinate our approach through multi-agency panels in the most urgent cases, such as the Daily Risk Management Meeting (DRAMM) and Multi-Agency Risk Assessment Conference (MARAC) involving the Police, Safer Kirklees and Social Care Services.

We train and develop our staff:

- frontline staff complete mandatory training focused on the 'Safe and Together' model, which is designed to provide staff with the skills and knowledge to support tenants experiencing domestic abuse, with a focus on child well-being
- staff attend dedicated Domestic Abuse Forums to ensure we remain up to date with legislation and best practice changes
- we have implemented regular case audits to strengthen our response to residents and adapt to evolving risks and challenges. Audits help us highlight good practice and support learning and development.

We published a new Domestic Abuse policy this year, that focuses on accountability and responsibility for supporting victims and monitoring and improving our service through regular reviews. We will implement this policy throughout 2025-6. Read our [Kirklees Homes and Neighbourhoods Domestic Abuse Policy](#) and our corporate [Domestic abuse strategy 2022-2027](#).

The council works in partnership with the Pennine Domestic Abuse Partnership (PDAP) for specialist support. Anyone can contact PDAP directly on their 24-hour helpline **0800 052 7222** – or visit the [Pennine Domestic Abuse Partnership website](#).



Safeguarding and knowing our tenants

We are committed to supporting vulnerable tenants and household members to successfully manage and sustain their tenancies and homes. Our approach to safeguarding is built around six principles we expect to work towards when addressing safety or safeguarding concerns relating to children, young people and adults.

1. **Empowerment** - Support/encourage individuals to make own decisions/informed consent
2. **Prevention** - Acting before harm takes place
3. **Proportionality** - The least intrusive response appropriate to presented risk
4. **Protection** - For all in need
5. **Partnership** - With services and local communities
6. **Accountability** - Including transparency for all to understand everyone's role

We approach this by:

- providing staff with appropriate training for their role
- having clear and robust safeguarding procedures in place
- ensuring staff have access to up-to-date and relevant safeguarding information
- attending dedicated forums ensures that H&N staff know legislative changes, shared learning, and best practices
- ensuring regular management supervision and support for frontline staff
- working closely with the Kirklees Safeguarding Adult Board and the Kirklees Safeguarding Children's Partnership to ensure best practice
- promoting a culture of responsibility and accountability that enables lessons to be learned and due diligence to be consistently exercised (through regular safeguarding audits and case reviews). Safeguarding is everyone's responsibility.

What we are changing

To deliver on our commitment to safeguarding our tenants we recognised the need to introduce a clear Vulnerable Tenant Policy.

Our focus in this policy is knowing and understanding our tenants' needs so we can proactively support you and make reasonable adjustments where required so you can access our services in a way that works for you. To implement this policy in 2025-26 we will:

- improve our recording of tenants' needs – where they require adjustments, we will record and apply this more consistently across our services
- carry out a tenant census – to capture high-level information about our tenants and what they need
- launch the 'Knowing Our Silence' initiative – this work involves gathering and securely storing accurate data relating to our most vulnerable tenants and ensuring it is shared with relevant teams to inform appropriate support and decision-making
- we will be contacting those households where we have not heard from tenants in over 12 months to ensure that people who aren't in touch much have all the support they need, and we have current contact details if we need to get in touch
- use regular contact points such as during repairs and tenancy visits to give you the opportunity to update us on any changes we need to know about.

Kirklees Council believe tenants and their households should receive the right help at the right time, and everyone who encounters them has a role in identifying concerns, sharing information, and taking prompt action.

Concerns for someone's welfare can be reported online [Report an adult safeguarding concern](#)

If you have concerns for a child: you can contact [Kirklees Safeguarding Children](#)

Read more on our [Kirklees Council: Cross Council Corporate Safeguarding Policy](#)

Read our [Vulnerable Tenant Policy](#) online.

Safety of shared and communal spaces

We regularly carry out safety compliance checks on all blocks of flats throughout Kirklees to ensure that emergency lights and fire alarms work properly, and that escape routes are free from obstructions and hazards. Across Kirklees we have 791 low-rise blocks, 17 mid-rise and one occupied high-rise block. We check our low rises monthly, and our mid and high-rise every week.

Every quarter we inspect our estates. This involves checking that communal lighting is working, footpaths are in good condition, bin stores are well kept, and that any repairs and ground maintenance issues in shared spaces are logged. We carried out 185 of these inspections last year.

Improving local environments

We know how important local environments can be in keeping tenants safe. Unmaintained and unsightly areas or areas with poor waste management can attract Anti-Social Behaviour and create environmental hazards. Working with residents some old garage sites were identified for environmental works due to being unsightly or dangerous. Work was completed at Woodlands and Longfield Avenue in Dalton to improve the local area.



Woodlands garage before and after

In 2025-26 we will complete environmental works at:

- **Mayman Close** – to remove dilapidated garages and enhance the land, we will landscape one side of the car park and create parking spaces with metal railings around the perimeter of the site
- **Chine Wood** – improve and landscape an unmaintained plot of land
- **Fernside Court** – create a bin store away from the building to improve hygiene and cleanliness
- **Town Estate, Springbank Estate and St Andrews Road** – renew the frontage with new walls or metal railings and create a separate space to store bins.

Pre-Apprenticeship Programme (PAP)

The Pre-Apprenticeship Programme aims to support young people in gaining the skills, qualifications, and experience needed to secure apprenticeships and employment. We focus on making the scheme accessible to tenants and their household members to support their economic wellbeing. This year:

- we successfully engaged 19 learners, with 10 being tenants or household members, meeting our recruitment goal
- 15 learners obtained Level 2 qualifications
- secured 4 apprenticeships, including one within Homes & Neighbourhoods
- 7 learners gained employment
- 7 learners progressed into further education.

Next year we will expand our offer to participants by engaging with Kirklees College to provide dedicated pastoral support throughout the programme.

Tenancy standard

As a social landlord we are committed to securing and providing homes to those who need them most and supporting our tenants to maintain their tenancies throughout any hardship.

Lettings

Mutual exchange

A mutual exchange is where two tenants of social housing properties exchange their homes. This can include swaps between tenants living in properties owned by other councils and housing associations. At the end of 2024-25, 523 applicants were registered for a mutual exchange.

We carried out 54 mutual exchanges last year, helping tenants move to a home that suits them better, and welcomed new tenants swapping from other councils and housing associations.

Any social housing tenant interested in swapping with another social housing tenant or to see what could be available, please visit our [Choose 'n' Move](#) webpage.

Kirklees tenants can contact their Housing Officer if they need help applying and registering.

Downsizing

As households and needs change, many council and housing association tenants find themselves in homes that are bigger than they require. Tenants may want to downsize if:

- their home is too large
- they have a spare bedroom
- the garden is too big to look after
- they would like to cut their household bills
- having a spare bedroom means housing benefit has been reduced
- they need to move for health or support reasons
- they would like help to move.

Larger homes are in short supply, and those who need them wait the longest. By downsizing tenants help release homes for families in need.

At the end of financial year, we had 47 households registered for downsizing and moved nine of them to homes that meet their needs. We offer extra help to downsizers, including:

- **housing information** – we provide details on other housing options, like housing associations, private rentals, or the House Exchange scheme
- **priority banding** – we give priority to under-occupiers on Choose 'n' Move
- **bidding assistance** – we assist you in bidding for properties on Choose 'n' Move
- **financial help** – we offer financial assistance for moving costs.

Visit our [Downsizing](#) webpage if you are interested. Or call **01484 226972**.

Read about all the housing options that may be available, including shared ownership, mutual exchange, and downsizing, on our [Joining the Housing Register](#) site

Rightsizing HOMEFIT

47
households registered for downsizing
by the end of 2024/25 financial year

9
households were moved
to homes that meet their needs

Housing demand

Housing growth

The need for social housing grows every year across the country. We continue to build and buy homes to provide affordable housing to people in Kirklees.

In October 2024, we celebrated the opening of Ash View Extra Care Facility, a modern development of 50 wheelchair-friendly flats. Ash View includes beautiful communal gardens where tenants can meet neighbours, share a coffee, or simply enjoy a change of scenery. Care and support are provided by Community Integrated Care, helping tenants to live more independently.

"I feel more confident now – I even get the bus into town again. I hadn't done that in years." – Ash View resident

We also transformed a disused garage site in Howley Walk, Batley, into seven much needed two-bedroom homes, all now let to new tenants.

We converted or refurbished three large family sized homes that continue to be in high demand for applicants on our Housing Register.

We will be reviewing our Capital Investment Strategy to build new homes and redevelop our existing stock in 2025-26 as we use information from our Stock Condition Survey to make efficient investments and get the best value for money.

We also purchased 13 properties through our buy-back programme and the Local Authority Housing Fund.



Ash View Extra Care Facility

Supporting our tenants

Adaptations

To support our tenants whose homes have become unsuitable due to medical issues or old age, we have carried out 362 adaptations this year so they can continue to live comfortably in their home.

To help tenants live independently in their home, support them with daily tasks, we can install:

- grab rails
- shallow steps
- bannister on the stairs
- stair lifts
- level access showers
- widening doorways to allow wheelchair access or other mobility aids
- lowering kitchen worktops
- putting in an outdoor ramp
- more specialised safety adaptations and equipment – particularly for children including wall padding and window protectors
- hoists.

Please contact the Accessible Homes Team on 01484 225335 to discuss more or email AHT@Kirklees.gov.uk

Read more about [Home Adaptations](#) and how the process works and what's covered.



Money advice

Since the start of the cost-of-living crisis money advice and assistance has been a vital part of our support for our tenants. We offer a free and confidential service to our tenants.

The Money Advice Team have generated £1,922,598-worth of financial gain for tenants through 1,175 referrals in 2024-25:

- 922 referrals for help budgeting or debt management
- 134 referrals for support with managed rent payment plans
- 219 referrals for support with energy debt.

Money issues can affect anyone, whether you are in employment or receive any form of benefits, but our team is here to help. To speak to one of our advisors, please call **01484 414975** (Monday to Thursday 9am to 5pm, and Friday 9am to 4.30pm) or visit our [Money Advice](#) webpage to see what kind of help we can offer, and to contact us online.



New tenant support

The Tenancy Sustainment team play a vital role in supporting tenants as they begin their new tenancy with us. If new tenants need some extra help, the team works to ensure residents have the strongest possible start with eight weeks of intensive support. This helps to reduce tenancy issues and promote long-term stability.

The Tenancy Sustainment Team supported 350 households with intensive help last year, providing the following support:

- 122 instances of financial support such as benefit applications and charitable referrals
- 142 applications for council tax reduction
- 17 applications for arrears reduction
- 107 instances of support with setting up utilities
- 18 financial support with white goods
- 20 referrals for food parcels.



Changes to the tenancy agreement



Service charges

Last year, we carried out a consultation on the proposal to introduce a £2 per week capped service charge to provide communal grounds maintenance services. This costs the council around £2 million a year. Most councils charge for this, and Kirklees Council needed to introduce this charge to deliver a financially sustainable service. 2,369 tenants and leaseholders responded to the consultation.

Your voice matters to us. We considered the feedback that this charge was too high and proposed to cap it at no more than £1 per week each year. This provided a more balanced and consistent approach and limits the potential financial impact on our tenants. In December 2024, the Council Cabinet approved this option. In early 2025 we commenced work to update the tenancy agreement and ran a digital consultation with tenants in anticipation of introducing the service charge in 2025-26.

Fraud

We are currently in a national housing crisis, and it is more important than ever that social housing goes to the people that need it most, and that people who have it are using it appropriately. In 2025 we launched a Housing Fraud Action Plan, which will continue in the coming year.

So far we have:

- introduced new checks to Housing Applications
- introduced new requirements to further investigate reports and suspicions of subletting and property abandonment
- used regular home visits to spot signs of and report fraudulent activity.

In 2025-26 we will:

- expand the use of system checks to verify the content of housing applications
- roll out new fraud training to housing staff to actively identify and act against fraud
- introduce a comprehensive fraud policy to set out a joined-up approach, and make sure tenants and staff understand their responsibilities
- revise the tenancy agreement to make it clear what we consider fraud, and what the consequences may be.



Transparency, influence and accountability standard

Our performance

Kirklees tenant satisfaction council performance results 2024-25

Code	Performance measure	2023/24	2024/25	Change
CH01	Number of Stage 1 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	38.5 per 1,000 homes	36.2 per 1,000 homes	Decrease, -2.5 per 1,000 homes
CH01	Number of Stage 2 complaints relative to the size of the landlord (number of complaints per 1,000 properties)	9.4 per 1,000 homes	11.7 per 1000 homes	Increase, +2.3 per 1,000 homes
CH02	Stage 1 complaints responded to within Complaint Handling Code timescales	73.3%	69.6%	Decrease, -3.7%
CH02	Stage 2 complaints responded to within Complaint Handling Code timescales	68.2%	58.9%	Decrease, -9.3%

What our tenants told us

Kirklees tenant satisfaction perception measures results 2024-25

Code	Performance measure	2023/24	2024/25	Change
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.2%	49.6%	Decrease, -3.6%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	60.7%	56.7%	Decrease, -4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	73.4%	68.7%	Decrease, -4.7%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	23.2%	21.7%	Decrease, -1.5%

In 2024-25 we made significant improvements to our services to deliver our most crucial responsibilities to our tenants, particularly providing safe homes. However, we recognise we can do more to listen to your feedback while we improve our services, and to understand what is most important to tenants and use their ideas and suggestions.

Listening to our tenants



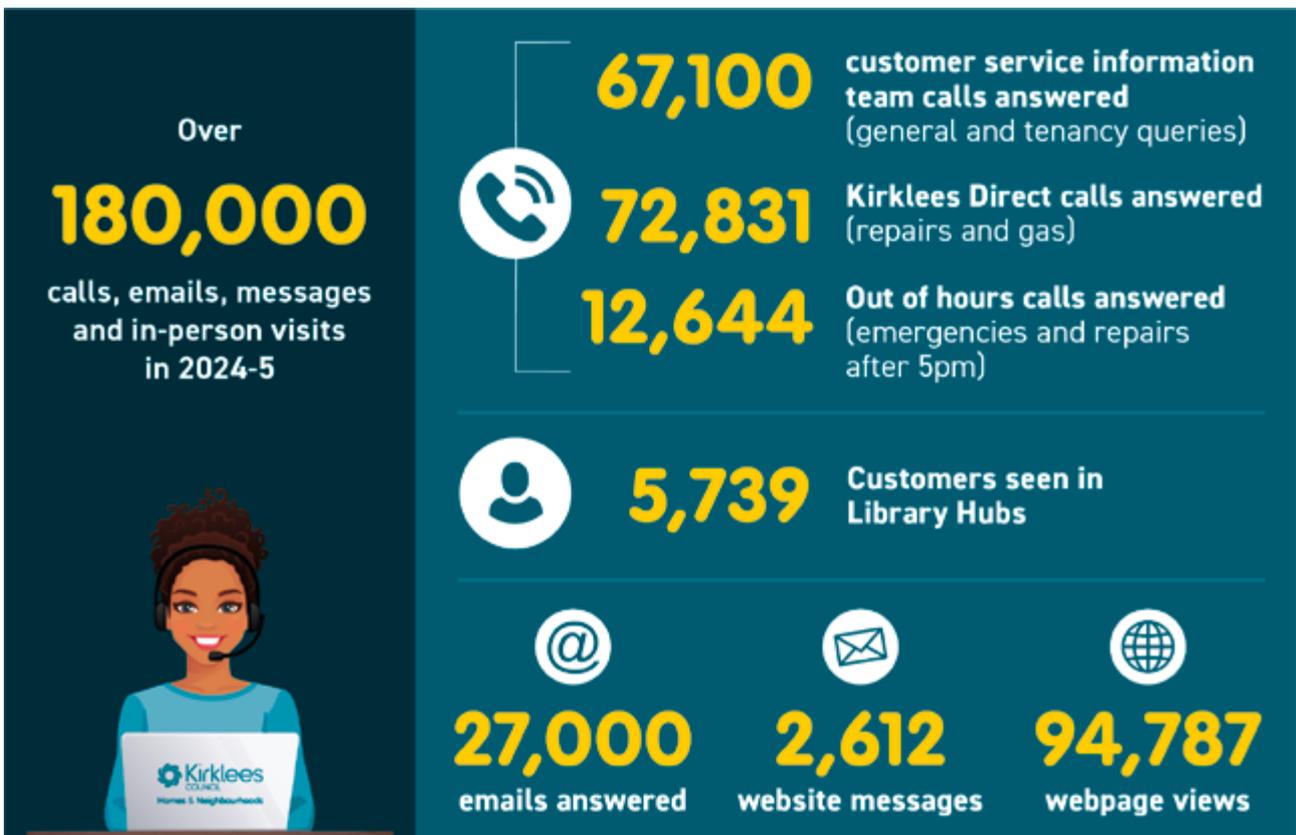
We offer a range of ways for tenants to get in touch with us about housing, whether that be about repairs, ASB, moving home, or general enquiries. We answered over 180,000 calls, emails, messages and in-person visits in 2024-25:

- customer service information team calls answered (general queries, tenancy queries): 67,100
- Kirklees Direct calls answered (Repairs & Gas): 72,831
- out of hours calls answered (emergencies and repairs after 5pm): 12,644
- emails answered: 27,000
- website messages: 2,612
- customers seen in Library Hubs: 5,739
- KHN webpage views: 94,787.

Calls about repairs make up most of our contact from tenants. As we continue to put our new repairs process in place less tenants will feel the need to call to check-in, as we will update them more regularly on the progress of repairs.

We have continued working on our website and policies, so tenants can access the information they need easily and at any time. Our Service Standards and policies have been regularly updated to help tenants understand what the council is responsible for and what they can expect from us. We will keep updating our policies and standards in 2025-26 to make sure they meet accessibility standards, and to keep tenants updated on any changes such as the planned introduction of the new tenancy agreement. We updated 24 pages on our website last year to make them as accessible as possible.

Read our [Homes and Neighbourhoods policies and procedures](#).



Complaints

We received 772 Stage 1 complaints in 2024-25, 54 less than last year. We received less complaints because of our improvements to the repairs service. However, repairs are still the most common reason that people complain, accounting for 60% of all complaints. We will continue to improve our repairs service to reduce complaints in this area. Our most common reason for complaints were:

- damp, mould and condensation (DMC) (78) 10.1%
- general repair – e.g., repair left incomplete, or quality of workmanship (74) 9.6%
- attitude and behaviours of staff (42) 5.4%
- timescales of repair (40) 5.1%
- roof leaks (35) 4.5%.

Every complaint is an opportunity to learn and improve. More complaints than before were escalated to Stage 2, and we know we need to resolve issues earlier. Complaints about Housing Management, particularly about Anti-Social Behaviour and Domestic Abuse, often escalated to Stage 2. We reviewed our policies in this area in March 2025 and implemented new case handling audits, so that when issues are reported to us, we have assurance the cases are handled better. Managers will receive additional support to resolve complaints as soon as they are received, and to make sure that if we agree to do something to resolve a complaint at Stage 1, this is followed up quickly.

The Housing Ombudsman issued 21 decisions on our cases this year, with findings of maladministration in 65% – an improvement on last year but still too high. By putting things right early and following through on our actions when someone complains, we aim to reduce Ombudsman enquiries in 2025-26 and reduce the rate at which we are found to be at fault.

Our [Annual Complaints Performance and Service Improvement Report 2024-25](#) gives details about our complaints this year and our plans to improve.



Compliments

Compliments are up 30% to 125 this year, we're always happy to receive positive feedback. It's important that we know what tenants think we are doing well so we can learn from any improvements we have made and consider how to apply these across the service. We hope to get more of this feedback next year through our engagement work.

Most of our compliments (59%) were for good customer service and going above and beyond what was expected (27%). Our repairs team received the most compliments (40%), with lots of feedback that staff are polite, explain things, clean up well after their work. We are encouraged that changes in this area are being felt by our tenants and will continue to improve.

Your rights and our responsibilities

It's important to us that tenants know their rights, and both our responsibilities to them and their responsibilities as tenants. Building on our work on setting clear service standards, we have worked hard to update our policies this year, so tenants know what to expect from us and what to do if we don't meet these expectations. We will continue to update our policies next year and focus on getting input on what they think about any changes, and anything they think should be included.

Our service standards include:

- repairs
- access
- getting involved
- using the property
- anti-social behaviour
- flats, maisonettes, shared areas
- animals
- vehicles
- damp, mould, and condensation
- Right of Review and the role of the courts
- leaving – ending your tenancy.

We also have 19 published strategies and policies. All our standards and policies can be accessed online on [Homes and Neighbourhoods policies and procedures](#).

Get involved

This year we launched our tenant voice strategy. This strategy sets out Kirklees Council's continued commitment to engage with tenants, to involve tenants in the decisions which affect their homes, communities and to improve the delivery of housing services. The strategy explains how the council will involve tenants by providing a range of genuine and meaningful engagement opportunities that are accessible to all, making it easier for more people to 'get involved' and to influence how housing services are delivered.

Read more about our ['Get involved' council housing tenant voice strategy October 2024](#)

Please get in touch if you want to find out more on: office telephone: **01484 414886** or email:

HN.GetInvolved@kirklees.gov.uk

In the coming year we want to build on this work engaging with tenants. We will launch a tenant engagement framework so our services can focus on listening to their thoughts and concerns. Tenant engagement helps to ensure we're getting the basics right by providing early feedback on issues, highlighting your priorities, and building trust. This ensures quick service delivery, compliance with standards, better use of resources, and stronger relationships with our tenants. Engagement will highlight what tenants truly value and help us prioritise where to spend and improve. A dedicated Tenant Voice team will be set up to support our services and tenants with surveys, workshops, forums, communications and other engagement routes. We will rebrand and redevelop our engagement offer to ensure the information we offer to encourage engagement is clear, accessible and effective.

Tenant and Resident Associations (TRAs)

TRAs are grassroots groups working to improve your local area - campaigning for better services and running community activities. Kirklees supports them through grants and resources.

The current active TRAs in Kirklees

Name of TRA	Areas covered
Soothill Residents Association TRA	Batley
Birstall Central TRA	Birstall
Beech and Elm TRA	Heckmondwike
Wilton TRA	Birstall/Batley
Windybank TRA	Hightown, Liversedge
Pilgrim Action Group	Dewsbury Moor
Scouthill TRA	Dewsbury
Shaw Cross TRA	Dewsbury
Smithy Parade community place and TRA	Thornhill
Northstead and District TRA	Ravensthorpe
Eastborough and Town Community Group	Dewsbury
Schoolcroft TRA	Dewsbury Moor
Salendine Nook TRA	Salendine Nook, Hudds
Longfield and Ridgeway TRA	Dalton, Hudds
Town and Springbank TRA	Leeds Road, Hudds
Newsome TRA	Newsome, Hudds
Drop By TRA	Golcar, Hudds
Deacon Close TRA	Meltham, Hudds
Roundway TRA	Honley, Hudds
Woods and Carrs TRA	Marsden, Hudds



This year we supported the residents of Windybank TRA to set up a volunteer led 'Stay and Play' sessions at Windybank Community Centre. Local families identified there were no similar sessions available to them in the area, so they led the way in setting this up themselves.

Through the Social Investment Fund, £1,955.46 was awarded to the group to support with room hire, equipment, and refreshments.

The sessions have:

- enabled children, parents, carers and volunteers to develop friendships and interaction amongst babies, toddlers and children
- reduced social isolation amongst parents
- provided a varied range of structured activities which have been key in supporting and extending children's learning and development
- provided local support networks for parents.

Anyone interested in joining a TRA, or can't see one in their area and would like to set one up, contact [Your Voice - Your Home: Get involved](#) for advice and support.

Next year we will develop and publish a TRA handbook so tenants have all the details they need to get a TRA started and information on how TRAs can be used to benefit their local communities and shape council services.

Influence our decisions

We recognise that we need to improve how we engage with our tenants to understand the issues that are important to tenants and how we can improve our services to meet their needs. We have increased the ways that tenants can get involved by providing them with feedback and helping us think differently about how services can be shaped. Whether they've got five minutes or a few hours, these are the different ways tenants can get involved.

Surveys and consultations

We will publish short, accessible opportunities to share feedback on services and policies, helping us track tenant satisfaction and set service priorities. We have run a few of these short consultations so far, and plan to use them more going forward to make sure we are delivering on your priorities. So far, we have run quick surveys on:

- the revised tenancy agreement
- garden maintenance
- real time repairs text feedback
- repairs service redesign survey.

In 2025-26 we will run two TSM surveys instead of one to understand how our work is improving our service to tenants and to get feedback on how tenants feel we are delivering for them.

Become a Champion

- Street Voice Champion – provide a vital link between tenants and the council by sharing information with neighbours, speaking to them about local issues and feeding back views so that we can understand what local priorities are.
- Fire Safety Champion – help raise awareness and safeguard communities by feeding back to the council any concerns in their block relating to fire safety, and by taking part in block inspections to monitor communal areas ensuring they are well kept and safe.

Neighbourhood Forums – Quarterly Events

Held four times a year, these forums bring together TRAs, Street Voices, and Fire Safety Champions to spot local issues, set priorities, and shape housing services. By attending, tenants will also have the opportunity to learn about other council services.

They will have the opportunity to speak with teams such as Repairs, Damp & Mould, Employment Support, Money Advice, Housing Management, Income Management, Fire Safety and Building Safety. These teams will provide information on what they do, how they can help tenants, and give feedback on how they can deliver services in a way that is best for tenants.

These are some of the topics that have or will be discussed at Neighbourhood Forums:

- fire safety
- damp, mould and condensation
- neighbourhoods
- anti-social behaviour
- older/younger intergenerational living and allocations policy
- voids (empty properties).

Join the Tenant Led Panel

Tenants can be a part of our formal governance structure. This means they will be a key part of ensuring our services are running like they are supposed to and can have their say about how they will be run in the future. Tenants meet monthly with councillors and senior officers to influence policy decisions, monitor performance, and ensure tenant views are heard at the highest level.

Read more about signing up to any of the above and get updates on our engagement work at: [Your Voice – Your Home: Get involved.](#)

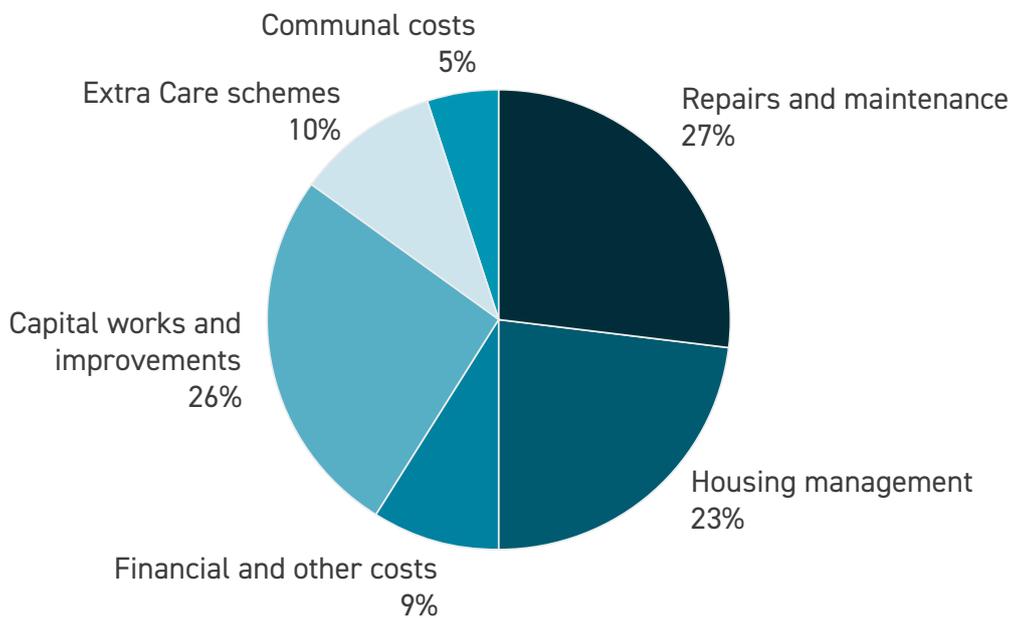


H&N engagement event

How your rent was spent in 2024/25

In 2024-25 we received £95,351,425 in rent from our tenants. We only use tenants' rent to support, manage, maintain, improve, and build council homes – never for other council services.

- **Repairs and Maintenance: 27p of every £1** was used for the essential upkeep and repairs of council houses, ensuring they are safe and comfortable. We spent more on repairs and maintenance than last year as we invested to improve our performance dealing with damp, mould and condensation, and fire safety.
- **Housing Management: 23p of every £1** went towards staffing costs that pay for the people providing services to you, including Housing Management Officers, Managers, Caretakers, and many more.
- **Financial and Other Costs: 9p of every £1** was spent managing the housing budget. This includes interest on any borrowing used to deliver investments, any bad debt the council can't recover, and offsetting the cost of inflation on our services.
- **Capital Works and Improvements: 26p of your £1** is set aside for updating older homes and facilities to modern, decent, standards. This includes major works like high-rise redevelopment, fitting kitchens and bathrooms, and rewiring homes.
- **Extra Care Schemes: 10p of every £1** is used to provide services for older people who need help to live independently.
- **Communal Costs: 5p of every £1** is spent on rechargeable communal costs. This includes things like garden maintenance, where the council expects to be able to recover the cost through a service charge.



We expect to spend similarly in 2025-26, with allowance for slightly more spending on Repairs and Maintenance and Housing Management costs to continue to address important areas like Anti-Social Behaviour, Damp and Mould, and Fire Safety.

- Repairs and Maintenance: 29p
- Housing Management: 24p
- Financial and Other Costs: 10p
- Capital Works and Improvements: 22p
- Extra Care Schemes: 10p
- Communal Costs: 5p.

Our management team

Our Senior Management Team is:

David Shepherd, Executive Director for Place

Janet Sharpe, Interim Service Director, Homes and Neighbourhoods

Lisa Ramsden, Head of Housing Management and Partnerships,
Neighbourhood and Community Standard

David Brook, Head of Repairs and Maintenance,
Safety and Quality Standard

Jacqui Fieldhouse, Head of Finance (Housing Revenue Account),
Tenancy Standard



How to contact us

Telephone: **01484 414886**

Email: housing@kirklees.gov.uk

Instagram: [@KirkleesHN](https://www.instagram.com/KirkleesHN)

Facebook: [@KirkleesHN](https://www.facebook.com/KirkleesHN)

Website: www.kirklees.gov.uk/Council-housing

To make sure we can contact you for essential news and updates, **please make sure your records are kept up to date.** If your details have changed, contact our Customer Support and Information team on the details above.

We want to share more news with tenants more regularly. Sign up to our [Homes & Neighbourhoods tenant newsletter](#) for more regular good news and important updates.