



Cheshire West
and Chester

**Annual Report for
Council Housing tenants
2024-25**



In partnership with

ForHousing

Together with tenants charter

Welcome

We are passionate about putting your needs at the heart of everything we do, so I want to welcome you to the second Together with Tenants Charter Annual Report which provides you with an update on how we, in partnership with ForHousing are performing against the commitments that we made to you.

This year's annual report shares performance against key indicators that are important to you; highlighting areas of achievement, including outcomes that positively impact the lives of tenants across Cheshire West and Chester. This report also provides examples of when we haven't always got things right and how you have helped us change the way we do things to improve services for the better through listening and learning.

The last year has been a busy one, with all tenants and leaseholders being able to provide their view on their preferred option for the future management of their homes. Participants overwhelmingly confirmed they wanted the Council to manage their home with repairs and maintenance being delivered by specialist contractors. In response to tenants and leaseholders preferred choice, Cabinet have given their approval for the Council's homes to be managed by the Council.

Tenants and leaseholders have also worked with the Council and the Tenant Participation Advisory Service (TPAS) to develop a new engagement strategy, which sets out how the Council will engage with you and how you can hold us to account. We also took a decision to survey the condition of every Council home to ensure we're able to invest and maintain these homes to a good standard. MLCS3 have been appointed to carry out the surveys, which will see all Council homes surveyed by December 2026. If you do receive a letter from ForHousing and MLCS3 over the coming months, please make sure you allow access to your home so they can complete the survey.

I'm very proud of the progress we've made on delivering real change over the last year and I would like to thank you for working closely with us and our strategic housing partner, ForHousing. We will continue to work with you to make sure that we provide safe, well-maintained homes and deliver tenant focused efficient services for you and your community.

Christine Warner

Councillor Christine Warner

**Chair of the Council Housing Management Board
and Cabinet Member for Homes and Planning**



In partnership with



How are we measuring success?

The Together with Tenants Charter has been developed alongside tenants as a way of making clear what matters to you, and our commitment to providing the best possible services.

In the Charter there are five pledges and we agreed with tenants how we will measure success in each area using tenant satisfaction measures as well as capturing evidence on how we have supported and listened to you to make positive changes to the service.

Tenant Satisfaction Measures (TSMs)

In addition to the Regulator of Social Housing introducing new consumer standards, they have created tenant satisfaction measures, which assess how well social housing landlords are doing at providing good quality homes and services. We as your landlord report on these measures to the Regulator.

There are 22 tenant satisfaction measures, covering five themes:

- 1 Keeping homes in good repair
- 2 Maintaining building safety
- 3 Effective handling of complaints
- 4 Respectful and helpful engagement
- 5 Responsible neighbourhood management

Ten of these are measured by us directly, and 12 are measured by tenant perception surveys. Surveys are conducted by an external provider called Kwest and the process is in-line with the Regulators prescribed methodology for the new TSMs. These measures will help you understand how well we are doing in the delivery of our services.

Key Performance Indicators (KPIs)

We also have key performance indicators which are agreed annually between Cheshire West and Chester Council and ForHousing. These indicators provide targets which need to be met within a range of services.

To find out more about how we're performing, scan the QR code or visit:

[www.cheshirewestandchester.gov.uk/
residents/housing/council-housing](http://www.cheshirewestandchester.gov.uk/residents/housing/council-housing)



Communication

Hello – I'm Councillor Katie Kendrick

How we are performing

63%

81%

70%

Stage 1
59%

You told us

You told us

They reviewed the process with their contractor and introduced additional monitoring. The tracking of appointments is now carried out, and where an engineer cannot complete an appointment, it can be quickly re-assigned and completed.

Your stories

If you are experiencing any financial difficulty, we can help. You can speak to us by calling **0300 123 5522**

*name changed to protect identity.

PLEDGE TWO

Responsibility



When we make a mistake, we promise to be approachable and to take responsibility and put it right as quickly as possible, keeping you informed throughout.

Hello - I'm Nigel Hickmott

I'm Nigel Hickmott I have been a council tenant for over 10 years and I'm a member of the Council Housing Management Board.

I have the pleasure of introducing to you the Responsibility pledge which is important to me as it ensures that we 'have a voice' and can work together to develop services that reflect both our own needs and that of the organisation responsible for delivery of our housing services.



How we are performing

TSM = Tenant satisfaction measure
KPI = Key performance indicator

KPI

Number of unique service users involved in formal/informal consultation groups (including digital) as a % of the total homes

179

TSM

Satisfaction that the landlord keeps tenants informed about things that matter to them

70%

TSM

Satisfaction with the landlord's approach to handling complaints

36%

TSM

Satisfaction that the landlord listens to tenant views and acts upon them

63%

TSM

Agreement that the landlord treats tenants fairly and with respect

81%

TSM

Complaints relative to the size of the landlord

87 per 1,000 homes

TSM

Complaints responded to within Complaint Handling Code timescales

59%

"I have read the complaint response from ForHousing, and everything was dealt with correctly. I am happy with the outcome."



"When I first moved into my home I was really struggling personally and financially, and ForHousing staff really stepped up and provided me with the support I needed to get back on my feet."



You told us

A ForHousing contractor left deep holes in your grass when they used ladders to carry out a high-level repair.

Contractors now use rubber ladder bases which prevent ladders sinking into soft ground and causing damage.

You told us

You were unhappy as damp and mould became a problem shortly after you moved into your new home, and this should have been resolved when the home was empty.

ForHousing now look for potential damp and mould issues during the void inspection and will rectify these before the home is relet.

You told us

A ForHousing contractor was unable to repair your boiler, as the part required needed to be ordered and they needed to return another day, causing a delay.

The process has now been improved so that where a part is required, the engineer will contact the planner so that the part can be ordered immediately. An appointment is also arranged for the part to be fitted and agreed with you before the engineer leaves.

£1.1M extra income secured for tenants, generated from the ForHousing free money advice

60 tenants accessed the ForHousing free money advice service with 52 tenants still being supported

218 volunteer hours given by involved tenants to help shape and improve services

Your stories

Jill* contacted the ForHousing Income Team to enquire about a recent universal credit claim as she was a bit confused about the changes.

Their officer, Callum, explained in more detail how universal credit works and how some people are affected. Jill passed on her thanks to Callum as she felt much more informed about how universal credit works.

**name changed to protect identity.*

PLEDGE
THREE

Your community

We promise to work with you to help create greener, fairer, stronger communities.

Hello – I'm Antony Spurway

I'm Antony Spurway I have been a council tenant for over 10 years and I'm a member of the Council Housing Management Board.

I have the pleasure of introducing the Your Community pledge which is important to me as it creates a platform where we can 'work together to help create greener, fairer and stronger communities'.



How we are performing TSM = Tenant satisfaction measure

TSM

Satisfaction that the landlord keeps communal areas clean and well maintained

50%

TSM

Satisfaction that the landlord makes a positive contribution to neighbourhoods

65%

TSM

Satisfaction with the landlord's approach to handling anti-social behaviour

68%

TSM

Anti-social behaviour cases relative to the size of the landlord

35
per 1,000
homes



BE PROUD
AWARDS

The ForHousing 'Be Proud' awards recognise some truly amazing people and their achievements in contributing to making their neighbourhood a better place to live.

In 2024, ForHousing received many nominations, with winners being invited to a Christmas party to celebrate.

Here's a closer look at the heart-warming stories behind the winners and the differences they have made in the neighbourhoods we serve!

[www.forhousing.co.uk/
cheshirewestandchester/2024/12/
17/2024-be-proud-awards-winners/](http://www.forhousing.co.uk/cheshirewestandchester/2024/12/17/2024-be-proud-awards-winners/)



Energy efficiency funding
for council homes

In 2024, we were awarded by central government £1.5 million in social housing decarbonisation funding (SHDF) and have match funded this with a further £1.5 million.

The aim of this funding is to bring homes up to an energy efficiency rating of 'C', with the focus of fabric first measures, which may include loft and wall insulation and replacement of windows and doors.

To gain more of an understanding about the type of work that is required to bring homes up to a 'C' rating, ForHousing were busy this year undertaking 300 home surveys to identify work required.

In 2025/2026 we plan to deliver energy efficiency work to 684 homes. If your home is to be included in any work, ForHousing will be in contact to inform you on the next steps.

Did you know that the ForCheshireWest fund awarded grants to 23 projects - 1,023 people benefitted from this grant funded support, a total of £103,338



Your stories

Residents in the Stanney Grange area recently benefitted from a neighbourhood improvement scheme, enhancing the aesthetics of the area. Bringing benefits such as additional car parking spaces, replacing old wooden fencing with metal railings and gates, internal and external improvements to communal areas of blocks of flats...

Residents benefitting from the boundary replacements said:

"We are so very pleased; they are such an improvement to the wood, and they look so stylish. The guys fitting them were also so lovely. Very pleased"

Read more on our website:

[www.forhousing.co.uk/cheshirewestandchester/
2025/03/20/stanney-grange-improvement-
scheme-everything-you-need-to-know/](http://www.forhousing.co.uk/cheshirewestandchester/2025/03/20/stanney-grange-improvement-scheme-everything-you-need-to-know/)



Your stories

The Stanney Grange environment day was a huge success with over 30 volunteers, including residents, ForHousing staff and partners taking to the streets of Stanney to clear the grot spots and collecting over 50 bags of rubbish.

Paula Blair, a local resident that is passionate about bringing about in positive change to her community said,

"It was a really great event, as residents, we felt that we were making a difference to our local area and bringing the community together for the common good. We hope it will be the first of many local activities that will help our community to grow."

It was good to work with some of the community partners including ForHousing, the Police, Asda, Ellesmere Port Wombles, Liberty and Chester Zoo, who showed us that they are keen to be more involved in the estate"

PLEDGE FOUR

Quality of your home

When we maintain your home, we promise that the quality of our work is a high standard and your neighbourhood is maintained and serviced and remains fit for purpose. We promise to use contractors that deliver a high-quality service and where they use components that are of a good standard.

Hello – I'm Victoria Gabriela

I'm Victoria Gabriela I have been a council tenant for over three years and I'm a member of the Council Housing Management Board.

I have the pleasure of introducing the Quality of your Home pledge, which is important to me as it sets the standard for ensuring that our homes are well maintained and suitable for our needs.



How we are performing

TSM = Tenant satisfaction measure

KPI = Key performance indicator

KPI

% of emergency repairs completed or made safe within 24 hours

100%

KPI

% of repair jobs where appointments were kept

99%

KPI

% of homes achieving the Decent Homes Standard

100%

KPI

Average time to complete non-emergency repairs

13 working days

KPI

% of tenants satisfied with Capital Investment programme

97%

To ensure homes meet the Decent Homes Standard, we have an annual programme for capital investment work.

"I had new windows and doors fitted and they were really efficient. Everywhere was neat and tidy and couldn't fault them. Would recommend them."

TSM

Satisfaction with time taken to complete most recent repair

63%

TSM

% of tenants satisfied with the landlord's services overall

66%

TSM

Tenants who received repairs in the last 12 months who are satisfied with the repairs service

67%



You told us

Work on your home was delayed because ForHousing failed to arrange an asbestos survey which was necessary before the work could begin.



LISTENED & LEARNED

ForHousing has improved the process for arranging and managing asbestos surveys, so these are arranged in a timely manner. They have employed an Asbestos Surveyor who can respond quickly to requests for asbestos tests to avoid work being held up.

You told us

The installation of your extractor fan was delayed because the window glass did not have a pre-cut hole for the fan, and this had to be arranged before the fitting could proceed.

Where an extractor fan is to be installed in a window, ForHousing now orders replacement glass with a pre-cut hole. This eliminates the need for the glass to be cut and allows the fan to be installed more quickly.

Did you know that ForHousing support you to live better in your home? This year 59 wellbeing support cases closed, with 44 achieving at least one positive outcome.

TSM

Satisfaction that the landlord keeps tenants informed about things that matter to them

70%

TSM

Satisfaction that the home is well maintained

67%

TSM

Repairs completed within target timescale

97% emergency

76% routine & urgent

189 roofs replaced

90 doors replaced

116 kitchens installed

77 bathrooms installed

160 windows replaced

326 boilers replaced

4 electrical rewires

"I had a new central heating system installed and it was fine, no issues, and workmen were very considerate. Happy to have a new reliable system, workmen were great too"

"We had a concrete gutter replacement, and the works were completed fairly quickly, gutter functioning much better now"

"We had a recent repair for our front door, and ForHousing arranged it around my work schedule so that my son would be in. I thought this was good."

"I recently had a boiler fitted and it was a quick and efficient job which I was happy with."



**PLEDGE
FIVE**

Your safety



When we carry out repairs and improvements to your home, we promise that your home will be a safe place to live, and it forms part of a safe and secure community.

Hello – I'm Brian McGaw

I have been a council tenant for over 30 years, I serve as a tenant representative on the Council Housing Management Board.

I have the pleasure of introducing to you the Your Safety pledge which is important to me as it promises that our homes will be a safe place to live and will form part of a safe and secure community.



How we are performing

TSM = Tenant satisfaction measure

TSM

Satisfaction that the home is safe

77%

TSM

Fire safety checks % of high and low rise homes with an in date fire risk assessment

100%

TSM

Water safety checks % of homes with a valid Legionella Risk Assessment (shared water systems only)

100%

TSM

% homes with valid landlord gas safety certificate

100%

TSM

Communal areas with asbestos inspected annually

100%

TSM

Lift safety checks % of lift inspections carried out within statutory timescales

100%

To enable tenants to represent, challenge, oversee and nurture new ideas, ForHousing hold building safety forums, drop-in sessions and fun activities for tenants living in high rise blocks.

These in-person events have provided tenants with an opportunity to share their views, address their concerns and also hear about the safety and investment work being undertaken in Joseph Groome Towers.



96% homes with electrical installations have been inspected within 5 years and have a valid electrical installation condition report (EICR)

Getting to know our tenants living in high rise blocks

The ForHousing Safety Homes Liaison Officer will undertake tenant profiling to gain an understanding about household members needs, and communication preferences. This information will help the ForHousing safety team manage the building effectively and tailor the service provided to tenants.

"The profiling is a good idea as the Council now have up to date information on myself"

Keeping you safe

ForHousing have a dedicated 'Keeping you safe' section on their website, where you can find information on what is being done, to keep you and your home safe. In this section they cover gas, fire, electrical, water, lifts, asbestos and building safety.

Fire and electrical safety leaflets are also available to provide tips on staying safe in your home.

Scan the QR code or visit: www.forhousing.co.uk/cheshirewestandchester/keeping-you-safe



Your stories

Mr H was referred to the ForHousing Wellbeing Team after becoming a victim of domestic violence and alcohol dependency.

Due to his vulnerability, a management move to a new area was agreed to be a fresh start for Mr H. Various wellbeing and financial support were put in place to help settle Mr H into his new home.

Mr H has settled into his home, feels safe and has been welcomed into the community.

"Thanks for all your help, without you it would not have been possible".

Our friendly wellbeing team are always on hand to chat about the support options that are available, and can help to connect you to support in the local community if and when you may need it.

For more information visit www.forhousing.co.uk/cheshirewestandchester/wellbeing-support/ or call 0300 123 5522

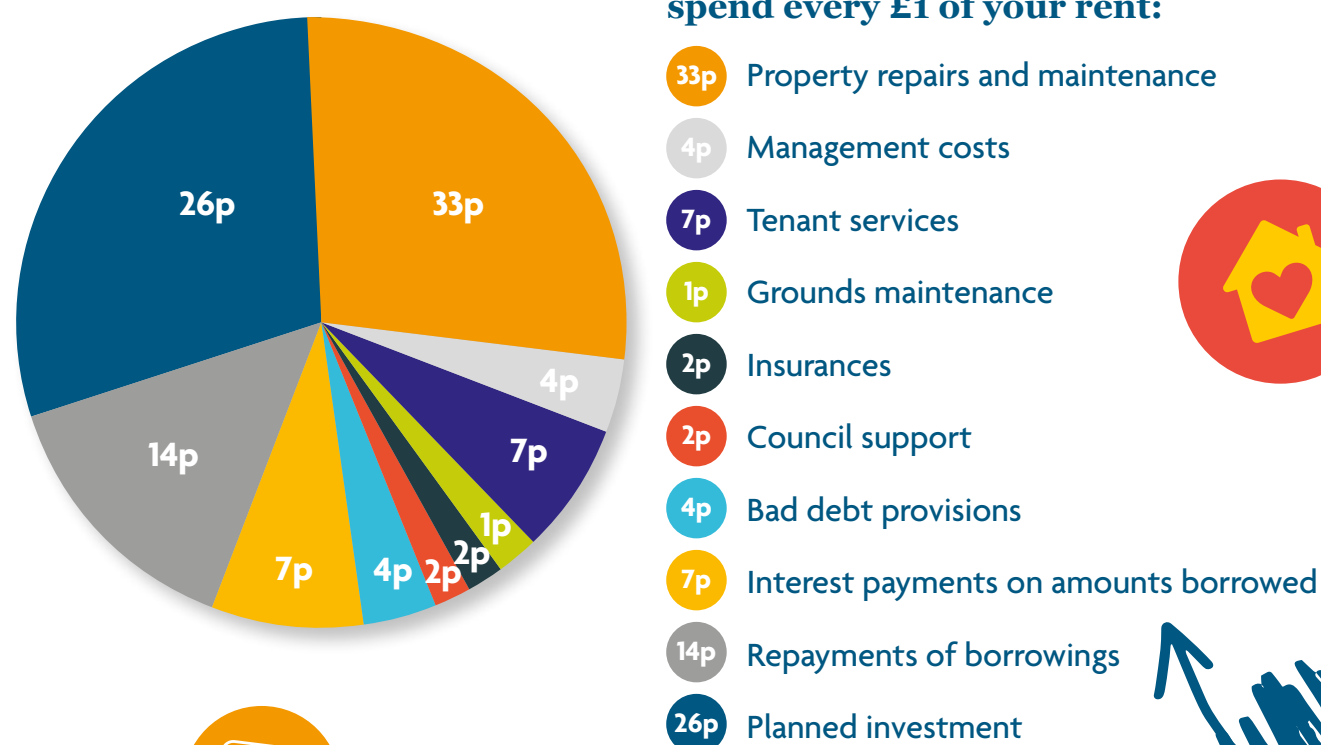
How your rent is spent

Your rent pays for all services, repairs, maintenance and improvements to Council homes.

This includes:

- Support and advice for tenants
- Tenant wellbeing service
- Managing estates and dealing with complaints
- Collecting rents
- Day-to-day repairs
- Improvement to homes e.g. roof replacements, bathrooms, kitchens, central heating, rewiring, gas, electric, and fire safety
- Work on empty homes
- Letting empty homes

The chart below illustrates how Cheshire West & Chester Council spend every £1 of your rent:



Engaging with you

During this year, we involved you in the development of our engagement strategy which sets out a clear direction for how we will engage with you in an open and transparent way and how your feedback will be used to improve services.

The development of this strategy was carried out in three stages:

Our **'discovery stage'**, provided an opportunity to hear your thoughts on engagement and get your views on how you wanted to influence the standard of housing services.

Our **'design stage'** brought together your feedback and supported the development of the engagement strategy. Your feedback identified four key objectives:

Objective 1 - Listening and acting on feedback given

Objective 2 - Providing information and feedback

Objective 3 - Developing creative ways to involve tenants and leaseholders

Objective 4 - Providing safe homes, safe communities

Our **'consultation stage'** asked you to review the draft engagement strategy and tell us your views for consideration to be included in the final document.

• A total of 515 visits were made to the designated consultation webpage on the Council's website.

• 195 formal responses from you were received – thank you!

• 74% either agreed or strongly agreed with the proposed four objectives detailed in the strategy.

Our next step is to use the consultation feedback to produce a final version of the engagement strategy for approval by the Councils Executive Cabinet in September 2025.

We will then launch the engagement strategy and welcome you to join us in its delivery.

Together we achieve more...

We are passionate about working with you to continually improve housing services and make positive changes in your neighbourhood. We want to encourage you to get involved by offering a range of opportunities:

- Take part in a survey to tell us about your experience and overall satisfaction
- Take part in a focus group with other residents to discuss various topics and share your views.
- Be part of a Neighbourhood Walkabout and meet with other residents, officers and share your ideas for improvements in your neighbourhood.
- Become part of the Building Safety Tenant Inspectors for High Rise and undertake regular safety inspections of high-rise buildings, sharing feedback to ensure continuous improvement in safety.
- Become part of the Building Safety Forum for High Rise (online and in person) and meet up with other residents, ForHousing and participate in the making of building safety decisions.
- Become part of the Complaints Panel and monitor complaint satisfaction and identify whether we are listening and understanding your views.
- Join the Council Housing Management Board to be an advisory body to the Council's Executive.

If you are interested to hear more about these involvement opportunities, please contact ForHousing Engagement Team at: involvement@forhousing.co.uk or ring 0300 123 5522



Cheshire West
and Chester

In partnership with

ForHousing



We're here to help you and there are many ways you can get in touch.

Completing one of our web forms is the quickest and easiest way to get in touch and it helps us get all the information we need to help you as quickly as we can.

If you're unable to get in touch by completing a form on our website, there are other ways you can speak to us:

**Call our Customer Connect Hub on 0300 123 5522
(Monday to Friday 8am – 6.30pm)**

**Chat to our Customer Connect Hub Web Assistant at
www.forhousing.co.uk**

Download the MyAccount+ App

Português

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If you need this information in an alternative language please call

☎ 0161 605 7260

For other formats please call

☎ 0300 123 5522