Council homes in Brighton & Hove

Annual report for council tenants and leaseholders 2025 to 2026

This report is about housing services between April 2025 and March 2026 and plans for this year 2026/27.

Brighton & Hove City Council

Councillor Gill Williams

Welcome to the housing annual report for 2025/26

Over the last year we have been working hard to improve our council homes and housing services.

You've told us improving our repairs and customer services, and having safer cleaner areas were what would make the most difference to your lives.

And we're pleased to report that we're making strong progress towards our committed aim of becoming a great landlord. But we know there's more to do.

In this annual report, we share a round-up of what we've achieved during 2025/26 and our plans looking ahead over the coming year.

Your views and experiences are vital in helping us improve our services. Thank you to everyone who has given us feedback over the last year, including residents who took part in the annual survey which provides our Tenant Satisfaction Measures (TSMs).

As you'll see in the section on TSMs, the proportion of tenants satisfied with the overall landlord service provided by the council increased from 67% in 2024/25 to 71% in 2025/26.

Building safety continued to be a top priority for us last year, to ensure we provide safe, high-quality homes, and we're making improvements in our performance across the board.

In the TSMs survey, the proportion of tenants satisfied we provide a home that is safe increased from 69% in 2024/25 to 74% in 2025/26.

Dealing with damp, mould and condensation was a major focus with the introduction of Awaab's Law, and we set up a new team of specialist technicians to take prompt and effective action to investigate and resolve issues.

While we're encouraged by our improvements, we know that we need to improve the way that we handle complaints and our support for residents impacted by anti-social behaviour.

As well as improving our existing homes, we're also continuing to provide much-needed additional council housing.

Work is underway on an exciting development of 222 homes and a community hub in Moulsecoomb – the biggest single council housing development in the city for years.

And in Hove 183 council homes are being built at Sackville Trading Estate through our Homes for Brighton & Hove partnership with Hyde.

We also bought back 118 former council homes to let to people in housing need, through our Home Purchase Policy.

Thank you for your ongoing support. We hope you take the time to read this annual report and please let us know if you have any comments or feedback – you can find out how to get in touch on page 16.

Councillor Gill Williams,
Cabinet Member for Housing

Our housing

As of 31 March 2026, we have 12,251 council homes made up of:

7,146	595	4,079	250	181
flats	studio flats	houses	bungalows	maisonettes

Tenant Satisfaction Measures – what you told us about how we're doing

Brighton & Hove City Council is committed to becoming a great landlord and making your homes safe, and the estates good places to live. As part of this, social housing landlords are required by the Regulator of Social Housing to collect and report information each year about how well they are performing – known as 'Tenant Satisfaction Measures' (TSMs).

A representative sample of 1,050 tenants were invited to take part in the survey by completing a telephone interview. The results help us understand what we're doing well and where we need to improve, so we can focus on the things that matter most to our residents.

Overall satisfaction – 71%

This measures the proportion of tenants satisfied with the overall landlord service provided by Brighton & Hove City Council. This is the overall indicator and reflects tenants' combined experience of repairs, safety, communication and neighbourhood management.

The proportion of respondents who report that they are satisfied with the service provided by their landlord increased from **67%** to **71%** (+4 percentage points), meaning a higher proportion of tenants said they were satisfied with the service they receive.

Our TSMs show encouraging improvements in how residents feel about our engagement and communication, and we are using these encouraging signs to be motivated to do more.

62.7% of respondents said they were satisfied that we listen to their views and act upon them, up from **52.6% in 2024/25.** This improvement suggests that our increased focus on resident engagement is having a positive impact.

71.7% of respondents said they were satisfied that we keep them informed about things that matter to them, up from **67.3% in 2024/25.** Clear and timely communication is important in building trust, and we are pleased to see this measure continue to improve.

76.8% of respondents said they were satisfied that they are treated fairly and with respect, compared to **76.2% in 2024/25.** While the increase is small, it remains one of our strongest results and reflects our commitment to delivering services with professionalism and respect.

Building safety

Satisfaction that the home is safe – 74%

This measures whether tenants feel their home is safe to live in. As a tenant perception measure, this may reflect views on building safety compliance and other safety-related work, including dealing with hazards through repairs, as well as wider perceptions of safety such as building security.

The proportion of respondents who report that they are satisfied that we provide a home that is safe increased from **69.3%** to **74%** (+4.7 percentage points). This improvement is encouraging but we recognise that 1 in 4 tenants were not satisfied, so by doing a stock condition survey of all our homes and identifying the work that needs to be done, this percentage will increase.

Fire safety checks (TSM)

This measures the proportion of fire risk assessments carried out in the buildings that need them. This indicator covers communal safety checks in the buildings.

This has increased from **77.8%** (5,503 of 7,070) to **99.6%** (7,164 of 7,192) (+21.8 percentage points), meaning a much higher proportion of homes were covered by the required fire risk assessments.

As a result of completing fire risk assessments at our high rise and seniors housing blocks in 25/26, we identified 992 new high, medium and low risk actions. Over the same time, we completed 5,543 fire safety actions, which includes actions identified in previous years.

We're also working to make sure all council homes have working smoke detection, with **97.7%** of homes completed as of March 2026.

Homes not meeting the Decent Homes Standard – 2.4% (TSM)

The Decent Homes Standard is the national standard for assessing whether social homes are in a reasonable condition. We assess this using information about hazards, disrepair and modern facilities such as kitchens and bathrooms. The government is currently reforming the national standard and further guidance is expected.

The proportion of homes that do not meet the Decent Homes Standard increased from **2.0%** (251 of 12,680) to **2.4%** (306 of 12,750) (+0.4 percentage points).

Key safety areas

We completed 4,141 domestic electrical safety tests in 25/26. More than 96% of homes are now in line with our recently introduced 5-year testing cycle - 12,360 of 12,750 homes (including 499 Seaside Homes properties).

We have also been carrying out essential **upgrades to ageing electrical infrastructure** at blocks of flats in the city. Our work so far has included rising and lateral mains alongside UK Power Network, evacuation and refuge systems, and communal emergency lighting. This work will ensure the power supply remains safe and reliable.

The proportion of homes which required **legionella risk assessments (water safety)** have been carried out increased from 64.0% (8,112 of 12,680) to **96.6%** (12,317 of 12,750) (+32.6 percentage points).

Gas safety checks have been carried out in 99.96% of the homes which require them (11,785 of 11,790), a slight decrease on 99.98% of homes last year (11,771 of 11,773).

Another key focus has also been **building safety in our 8 large panel system buildings,** with discussions with residents continuing on the future options for those buildings.

The proportion of homes for which all required **asbestos surveys** and any follow-up inspections have been carried out stood at **99.6%** (6,675 of 6,702), unchanged from 99.6% (6,725 of 6,753) previously, meaning performance remained high.

The proportion of homes which required **communal passenger lift safety inspections** to be carried out decreased from 100.0% (3,076 of 3,076) in 24/25 to **98.9%** (3,124 of 3,157) in 25/26.

Repairs and maintenance

Satisfaction with repairs – 77.3% (TSM)

This indicator measures satisfaction with our overall repairs service among tenants who said they had a repair in the last 12 months. It reflects the tenant experience of repairs, including quality, customer service and the overall service received.

The Repairs Helpdesk answered a total **59,738 calls** during 2025/26 and raised **59,513** responsive repairs.

The proportion of respondents who have told us they are satisfied with our overall repairs service over the last 12 months increased from **68.0% to 77.3%** (+9.3 percentage points).

Satisfaction with time taken to complete most recent repair 71% (TSM)

The proportion of respondents who told us they were satisfied with the time taken to complete their most recent repair from when they reported it increased from **63.3% to 71.0%** (+7.7 percentage points).

Repairs completed within target timescale (TSM)

This measures the proportion of repairs completed within the landlord's target timescales, split between emergency and non-emergency repairs.

Our standard target timescales are 24 hours for emergency responsive repairs and 28 days for non-emergency responsive repairs.

Following the introduction of Awaab's Law, relevant emergency damp, mould and hazard repairs are included in the emergency measure, while other damp and condensation jobs with longer target timescales are included in the non-emergency measure.

- The proportion of non-emergency responsive repairs completed within our target timescale increased from **47.2%** (13,509 of 28,620) to **56.6%** (18,368 of 32,450) (+9.4 percentage points).
- The proportion of emergency responsive repairs completed within our target timescale decreased from **97.5%** (12,836 of 13,169) to **96.8%** (12,804 of 13,234) (-0.7 percentage points).

Satisfaction that the home is well maintained 71.1% (TSM)

The proportion of respondents who told us they are satisfied that we provide a well-maintained home increased from **65.2%** to **71.1%** (+5.9 percentage points). This reflects how you feel we maintain your homes, including things like the condition of facilities like kitchens and bathrooms, windows and doors, heating, and the general state of repair.

Repairs backlog

We have continued to prioritise reducing the repairs backlog while responding to significant increased demands for our services. Working with our contractors, we completed 45,684 repairs 2025/26 (13,234 emergency and 32,450 non-emergency), compared with 41,789 in 2024/25 (13,169 emergency and 28,620 non-emergency).

Damp, mould and condensation

Following the introduction of Awaab's Law in October 2025, we introduced a dedicated team to deal with all repairs involving damp and mould, with a set process for investigating and resolving issues within prescribed timescales. From October 2025 to March 2026, the service received 1,748 reports of a repair due to damp and mould, and we carried out 1,420 surveys.

Sustainability and energy efficiency

Over the past year, we've installed solar panels in over 400 more council homes, which we estimate could help reduce energy bills by a total of £100,000 across the homes every year. The 3-year programme, completed this summer, has installed solar panels on approximately 1,000 homes.

We've also been successful in a bid for £826,522 of grant funding from the government's Warm Homes Social Housing Fund, which will part-fund the work on improving the Energy Performance Rating Certificate in 100 homes

over the next 3 years. We've completed the first 16 homes with improvements including insulation, ventilation and solar panels.

At Walter May House, we've installed air source heat pumps and solar panels to reduce carbon emissions and provide reliable heating and hot water for 32 flats.

These energy efficiency projects help cut costs, lower emissions, and make the city's homes more sustainable.

Full Fibre

Work has continued this year on installing Full Fibre Optic Broadband for residents in all blocks of flats. This offers a more reliable, faster connection with 8K streaming, using 70% less energy. This is part of a national upgrade across the United Kingdom and will eventually replace the existing broadband copper wire network.

We started working with BT Openreach, City Fibre and Virgin Media. Each company offers its own packages, which provide greater choice to our residents in terms of price and availability.

Schools and apprenticeships

Our apprenticeship programme continues to grow. We have also strengthened our engagement with schools and training providers by visiting secondary schools in the city to promote jobs in construction, emphasising this career choice for underrepresented groups, including women.

This will help us develop our future skilled workforce and we will continue to offer training opportunities and employment to our residents.

Some of our brilliant repairs and maintenance apprentices out on the job - Lewis, Lewin and Kit.

Ensuring our housing meets the changing needs of a diverse population

Moving home

We let **444** homes, including: **65** new homes and **379** previously occupied homes. **140** fewer than last year's total.

As of 31 March 2026, 139 of our homes were empty, up slightly from 131 at the same point last year.

We completed work to bring a total of **429** empty council homes and **332** temporary accommodation homes back into use.

Adaptations

We completed **349** minor adaptations and **252** major adaptations to council homes, ensuring these properties support residents to live their lives as independently as possible.

Seniors Housing

Seniors Housing has delivered strong performance in 2025/26, with high levels of resident support, engagement and satisfaction.

The service carried out over **4,000** wellbeing checks each week and maintained regular contact with around **250** residents weekly, alongside making **608** referrals to partner services to help residents live independently and raising appropriate safeguarding concerns.

Most residents (**93%**) received an annual review, supporting personalised oversight of needs, while **696** residents attended scheme meetings, demonstrating good engagement.

Resident satisfaction is high at **80%**, with strengths in communal area management and improved complaints handling. This reflects a service that is consistently supporting residents to live safely and independently, with strong engagement and positive outcomes despite increasing demand and complexity.

Residents at Lindfield Court Seniors Housing scheme celebrating the makeover of their communal lounge.

Increasing the number of council homes

Increasing the supply of affordable housing remains a key priority for the council and, during 2025/26, we delivered 136 new council homes.

Our New Homes for Neighbourhoods programme is building much-needed new council homes for rent, with projects underway to deliver more than 400 new homes across a number of sites in the city – including work starting on an exciting development of 222 homes and a community hub in Moulsecoomb.

Our Homes for Brighton & Hove partnership with Hyde has also started work on 183 council-owned affordable rented homes at Sackville Trading Estate.

Through our **Home Purchase Policy** we bought a total of **118 former council homes** back to let to people in housing need in 2025/26.

This was alongside converting a former office into 11 new homes for temporary accommodation at Palace Place, purchasing a small block of 6 homes at the former St Aubyn's School site in Rottingdean and building a new house on a former garden site in Hangleton.

Our landlord services

Complaints

This year, we received **1,012 stage 1** complaints, which equates to 79.4 complaints per 1,000 homes and **195 stage 2** complaints, 15.3 complaints per 1,000 homes. Of the stage 1 complaints received, **77.2%** were responded to within the timescales set out in the Housing Ombudsman's Complaint Handling Code. For stage 2 complaints, **81.5%** were responded to within the required timescales.

We recognise that responding to complaints promptly is important, and while the majority of complaints were handled within the required timescales, we know there is still work to do to improve our performance.

Our Tenant Satisfaction Measure on complaints handling also showed that **28.3%** of tenants who responded were satisfied with our approach to handling complaints. While an improvement from **26.2%** in **24/25**, it highlights that we need to continue improving the way we communicate with residents, learn from complaints and provide a better customer experience.

These figures form part of our annual Tenant Satisfaction Measures (TSMs).

We provide more detailed information on complaints, complaint themes, learning outcomes, and the improvements we are making later in this report.

Housing Customer Services

Our Housing Customer Service Team answered **19,856 calls** and replied to **27,695 emails**. The team also managed **890 gas access cases** to help make sure all our homes remain compliant on gas safety, and **284 requests** from tenants wanting to improve their homes.

Income collection

Our rent collection rate is **92.49%**

As of 31 March 2026, there was **£5.7 million unpaid rent** – 8% of the total rent due.

During the year, **351 referrals** were made to **Money Advice Plus,** helping tenants access quality debt advice and maximise their income. Financial outcomes totalled **£1.2 million.** The Housing Income Management Team supported tenants to access **£47,172** in **Discretionary Housing Payments.**

We've also worked with the Money Adviser Network to improve access to specialist advice for tenants experiencing financial difficulty, helping them to access instant debt advice.

With more than **1,171 tenants** migrating over to **Universal Credit** this year, we've set up a process to support residents with the rent element of their claim, with an emphasis on early contact and support.

Estates Service

The Estates Service Team clean **808** blocks weekly and **77** properties monthly, covering a variety of housing types. In 2025/26, we achieved a **94%** cleanliness rate across all properties under our care.

The team completed **5,417** jobs during 2025/26, delivering a wide range of practical estate and property management services that help keep homes and neighbourhoods safe, secure and well-maintained. This work included lock changes, key cutting, 'handy person' tasks, installation of grab rails and other minor adaptations, security and safety improvements, property inspections and minor repairs.

In addition, the team dealt with **2,818** cases of fly-tipping and supported residents through **4,264** assisted waste collections, helping to maintain clean, safe and accessible communities.

They also completed **1,436** tasks to remove items from communal areas, ensuring compliance with fire safety regulations. To improve fire safety, a team has been set up to make more frequent visits and keep communal areas hazard-free.

Satisfaction with neighbourhood contribution (TSM)

This measures whether tenants feel that the council as a landlord contributes positively to the neighbourhood. While this is focussed on our role as a landlord, resident views may also be shaped by their wider experience of the local area and other services that affect how the neighbourhood feels.

The proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to their neighbourhood increased from **58.5%** to **63.9%** (+5.4 percentage points).

Your community, your neighbourhood

Our Tenancy Sustainment Team supports tenants at risk of losing their homes with benefit claims, safeguarding, home improvements, and moves to more suitable accommodation. The team also supported 83 residents with hoarding issues.

Our Tenancy Team opened **1,987** new cases in the year. The team issued **30** Community Protection Warnings, **7** Community Protection Notices, and obtained **3** 'Closure Orders' to provide long-term relief for neighbours.

They handled **476** cases of tenancy breaches, including:

- untidy gardens – **125**
- leaseholder breach – **17**
- interior property conditions – **139**

The team also looked into **13** fraud cases involving tenants and leaseholders, which led to **8** homes being reallocated to households that needed, and were entitled, to this accommodation.

ASB Tenant Satisfaction Measures

During 2025/2026, **920** anti-social behaviour (ASB) cases were opened, including **30** cases involving hate incidents. This equates to 72.2 ASB cases and 2.4 hate-related ASB cases per 1,000 homes. Tenant satisfaction with the landlord's approach to handling anti-social behaviour was **55.3%,** representing a marginal decrease of 0.5 percentage points compared with the 2024/25 result of 55.8%.

Responding to and learning from **complaints and feedback**

We received **1,012 Stage 1** complaints, relating to housing landlord services, compared to a total of **838** in 2024/25.

Types of complaints received

- Repair/maintenance/improvement of property condition **599** (578 in 2024/25)
- Anti-social behaviour complaints **34** (17 in 2024/25)
- Staff conduct **18** (70 in 2024/25)
- Failure to take action **29** (19 in 2024/25)
- Estate management services **41** (31 in 2024/25)
- Unhappy with service delivery **99** (49 in 2024/25)
- Re-housing **9** (8 in 2024/25)
- Disagree with policy/procedure **18** (15 in 2024/25)
- Delay in providing outcome **37** 13 in 2024/25)
- Other tenancy matters **58** (38 in 2024/25)

There are some types of complaints that we can't accept. This year we have refused to accept complaints for the following reasons:

- Where the same matter had already been considered at all stages of the internal complaint procedure, where the issue was not part of an ongoing situation, no new matters were raised and where no new evidence was provided which may have affected the previous outcome.
- Where the outcome sought by the customer was solely compensation for damages, whether personal injury or unquantifiable financial loss, and no additional matters were raised.
- Where a more appropriate route of appeal or challenge was available (Data Protection or information governance issue, leaseholder service charge dispute, complaint solely about the conduct of elected members, matters which can only be decided by a court such as whether discrimination has occurred) and where no additional matters were raised.
- Where customers wished to complain that senior members of staff had not replied personally to their emails, despite the customer requests having been considered and responded to through the relevant process (such as a complaint, a Subject Access Request or a service request).

How we handled your complaints

We investigate all complaints to see where we need to take action to improve our services.

- **46%** **were upheld** (35% in 2024/25)
- **7%** **were partially upheld** (14% in 2024/25)
- **47%** were **not upheld** (51% in 2024/25)
- **195** **complaints were not resolved at Stage 1 and escalated to Stage 2** (131 in 2024/25)

Stage 1
77% responded within 10 working days (73% in 2024/25)

Stage 2
82% responded within 20 working days (57% in 2024/25)

Service improvements from complaints

Using the insights from complaints and other feedback, we've introduced several key service improvements over the last year, including:

- **Customer Care training** is being rolled out and embedded across Repairs & Maintenance. This will bring more consistent communication, stronger ownership of cases, and improved customer experience for residents.
- **Cross tenure working** on anti-social behaviour and noise related reports is being strengthened, resulting in a more joined up, clearer service experience.
- **Residents are being consulted on the draft Vulnerability and Reasonable Adjustments Policy.** This will promote more inclusive, tailored support that reflects residents' needs.
- **Internal team communication has been improved,** resulting in less repetition and a simpler, quicker experience for residents.
- **A proactive approach** to identifying issues and offering compensation is in place, bringing faster, fairer resolutions without residents needing to complain.
- **Developed clearer information** on planned and major work.
- **Invited residents who have raised concerns about staff conduct to workshops** on shaping our new staff guidance.
- **Contacting customers with repairs** which have been outstanding for some time, starting with the oldest cases, resulting in reduced waiting times and improved reassurance.

We're committed to continue improvements based on your feedback to increase efficiency, transparency and the proactive community support we provide.

Performance data published by the Housing Ombudsman (published October 2025, covering 2024/25 financial year)

Where tenants or leaseholders are dissatisfied with the outcome of the council's internal complaint processes, they can escalate their complaint to the Housing Ombudsman.

The Housing Ombudsman can consider matters where the local authority is the landlord or freeholder, all other types of complaint (including those relating to homelessness or emergency accommodation) can be escalated to the Local Government & Social Care Ombudsman.

The information provided helps us to benchmark our performance against landlords of a similar size and type.

The Housing Ombudsman Service now produces a comparator figure known as the National Maladministration Rate for Landlords of a Similar Size and Type. The analysis for Brighton & Hove City Council's performance for 2024/25 is over the page.

In 2024/25 the Housing Ombudsman investigated 18 cases relating to Brighton & Hove City Council's landlord services.

Brighton & Hove City Council's overall maladministration rate was 84%, compared to a national average of 80% for landlords of a similar size and type. This represents a slight increase from 83% in 2023/24 and indicates that while performance remains broadly comparable with similar landlords, there is still significant work required to reduce the number of upheld findings and improve outcomes for residents. The ombudsman's findings have informed a range of service improvements, particularly in complaint handling, property condition and repairs services.

Outcome category 2024/25	National (local authorities)	National (landlords with +10,000 units)	Brighton & Hove City Council
Severe maladministration This is the most serious failing.	6%	5%	3%
Maladministration This is when there was a failure which has adversely affected the resident.	45%	41%	33%
Service failure When there was a minor failing, but action is still needed to put things right.	22%	22%	46%
Mediation Where the resident and landlord agree to enter into mediation and, with the ombudsman's intervention, reached an agreed outcome.	1%	2%	0%
Redress This finding is made when there is evidence of maladministration but the landlord has identified and acknowledged this prior to the ombudsman's formal investigation and has, on its own initiative, taken steps and/or made an offer of compensation that puts things right.	7%	12%	5%
No maladministration We find no maladministration where the landlord acted in accordance with its obligations and policies or procedures. Minor failings may have been found but these caused no detriment to the resident.	11%	13%	10%
Outside jurisdiction The complaint will not or cannot be considered by the ombudsman.	7%	6%	3%
Withdrawn The resident withdrew their complaint, and the ombudsman was satisfied as to the circumstances.	0%	0%	0%

Compliance with the Housing Ombudsman complaint handling code

There have been some occasions this year where we have unfortunately not been able to meet compliance with the Housing Ombudsman's complaint handling code.

These results relate to cases during 2025/26:

- Maladministration in the landlord's complaints handling.
- Maladministration in the landlord's handling of the resident's reports of sub-standard repairs, reports of a leak from the property above and maladministration in the associated complaint handling.
- Maladministration in the landlord's handling of the resident's kitchen leak, associated repairs and in the landlord's handling of the resident's complaint.
- Severe maladministration in the landlord's handling of the resident's reports of ASB, maladministration in the landlord's handling of the resident's concerns about the allocation of the neighbouring property and maladministration in the landlord's complaint handling.
- Maladministration in the landlord's response to the resident's concerns about ASB and service failure in the landlord's response to the resident's concerns about staff conduct.
- Service failure in the landlord's administration of the resident's service charge account and service failure in the landlord's handling of the associated complaints.
- Service failure in the landlord's complaint handling.
- Service failure in the landlord's response to the resident's reports of ASB and service failure in the landlord's complaints handling.
- Service failure by the landlord in respect of its handling of communal flooring replacement at the property and service failure in the landlord's complaints handling.

We apologise on every occasion we've got things wrong and review each case to identify where we need to improve.

For information on our complaints process and our self-assessment against the Housing Ombudsman's Complaints Code to see how we comply, visit **www.brighton-hove.gov.uk/HOCCSA**

Brighton & Hove City Council's complaints policy and procedure is available at **www.brighton-hove.gov.uk/complaints**

Housing Ombudsman

Residents dissatisfied with the outcome of stage 2 complaints can escalate the matter to the Housing Ombudsman.

The Housing Ombudsman offers an advice, mediation, and complaint resolution service. Visit **www.housing-ombudsman.org.uk** Email **info@housing-ombudsman.org.uk** or call **0300 1113000.**

Looking ahead

Over the coming year, we will continue our work to become a great landlord for all our tenants and leaseholders. This means focusing on our learning and improvement journey, building a clear understanding of what is working well and where we need to do better, and using that to drive meaningful and lasting change.

We will continue to prioritise the safety and condition of our homes. This includes enhancing our stock condition survey programme so that we have a better, more complete understanding of our homes and can plan investment and improvements more effectively.

We are carrying out stock condition surveys in all our properties over the next 2 years, so please do ensure you respond to the letter or text to make an appointment.

These surveys will provide a stronger evidence base for future investment decisions, enabling a more targeted approach to asset management and investment planning. This will help ensure that investment is directed to areas of greatest need, support the long-term sustainability of the housing stock and, where possible, reduce pressures on revenue budgets, including responsive repairs.

We are also making sure that tenant voices are at the heart of everything we do. We are strengthening how we capture and use tenant insight so that residents' experiences shape how services are designed and delivered. We will also review and improve how we engage with you, including how

we support you to engage with us, scrutinise our performance and influence decisions about your homes and services. This will be done by working with you to revise our Tenant Engagement Strategy.

We will place particular focus on improving our complaints handling to make sure concerns are responded to consistently, openly and in a way that leads to clear service improvements. We are also prioritising improvements in how we manage anti-social behaviour, with the aim of providing a more effective, joined-up response that improves the experience for residents.

We are prioritising improvements to our anti-social behaviour service, including stronger support for victims, more consistent case management, improved partnership working and better communication with residents. Through our ASB Improvement Plan, we aim to deliver a more effective, responsive and resident-focused service that helps resolve issues more quickly and supports safer communities.

We will hold our first repairs scrutiny panel and have recruited interested tenants to be part of this group. The panel will look at how our repairs service is working and help us identify where we can improve.

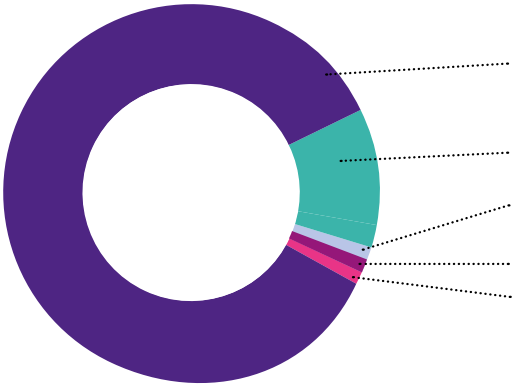
In early 2027 we will start moving over to a new Housing Register and Allocations software system, improving the resident experience for those looking to move homes.

Through these priorities, we aim to deliver a more consistent, transparent and responsive service, while continuing to improve outcomes for you and the homes you live in.

Thank you for your continued support.

Value for money

Where every £1 of our income came from



87p Rent

10p Service charges

1p Car parks and garages

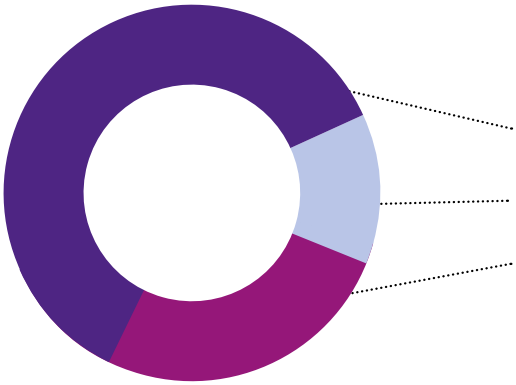
1p Grants and other income

1p Commercial rent

Funding for new homes £48.6 million

- **£26.8 million** from borrowing
- **£9.4 million** from capital receipts
- **£8.7 million** from grants
- **£3.7 million** from reserves

How every £1 was spent



67p Repairs and improvements

13p Repaying loans and interest

20p Running Housing services

Total income £81.400 million **Total expenditure £81.778 million**

The difference in expenditure of £0.378m million has been taken from general reserves in the Housing Revenue Account to fund the investment in your homes.

The Housing Revenue Account (HRA) is a ring-fenced account for the income and spending related to council housing. The account ensures tenants' rent is used to maintain, improve, and manage their homes and housing services. The HRA faces financial challenges. The risks include, but are not limited to, increasing demands associated with health and safety compliance, disrepair claims and rent arrears. These risks are being monitored and managed through our HRA business planning. The council will continue to review expenditure, identify efficiencies and prioritise resources to support financial sustainability and manage emerging pressures. We are keen that tenants are involved in this planning and hold quarterly meetings to give you the opportunity to share your ideas and opinions about the focus of investment.

If you have any comments on this annual report or there's anything you'd like to see in future editions, we welcome your feedback. Please contact us at:
email: **housing.performance@brighton-hove.gov.uk**

X.com/bhhousing

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Or you can write to us at: **Housing Performance, Housing Centre, Unit 1 Fairway Trading Estate, Eastergate Road, Brighton, BN2 4QL.**

You can read more information on our performance at **www.brighton-hove.gov.uk/housing-performance**

8636 Brighton & Hove City Council Communications Team