



# Annual report to tenants and leaseholders

2024/2025



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# Welcome to your annual report



**Councillor Barry Parsons,**  
Chair of the Homes and  
Housing Delivery Committee

**Council housing has for generations been an important part of our city's ability to provide a home for those who need it most. Having a warm, safe home is vital to securing healthy and happy lives.**

This year we've been focused on working with the Regulator of Social Housing to make sure we can deliver the expected standards for our tenants and leaseholders. This has meant taking a deep look at our work to understand why we've not been able to deliver what you expect and deserve.

We've looked at areas of our services that we know you are not satisfied with – including repairs and maintenance, building safety and complaints and feedback – to better understand how we can make changes that will last and make a real difference to your homes and lives.

We're committed to creating safe, healthy neighbourhoods and good quality homes and services. I'm pleased to share our [improvement plans](#) that show a clear road map for how we will get there.

Over the last year we've invested significantly in making quality and safety improvements across council homes. This is going to be accelerated this coming year with more than £57 million in improvements, including more than £21 million in our high-rise blocks and £19 million in day to day repairs.

Our staff have also been working hard to reduce the number of homes waiting for repairs or other works – they carried out over 68,600 repairs in total this year. They've also been busy supporting you behind the scenes – over 183,800 phone calls were answered, and 47 engagement meetings were held with residents.

As well as investing in our existing homes, we've also worked with partners to deliver 535 new affordable homes over the last year. We're continuing to invest in the direct delivery of new social housing and working with developers to identify more opportunities for affordable homes in the city.

This year, Housing and Landlord Services has become its own directorate, and I welcome our new interim Executive Director, Sonia Furzland to the council. This change will ensure that housing is placed at the centre of council decision making.

We value your feedback, invite you to get involved, and I look forward to working with you to improve services over the next year.

Find out more about how to get involved [www.bristol.gov.uk/residents/housing/council-tenants/tenant-participation-ways-to-get-involved](http://www.bristol.gov.uk/residents/housing/council-tenants/tenant-participation-ways-to-get-involved)

In this report we have included some key performance data and information about our services from 1 April 2024 to 31 March 2025.

Some figures have been rounded to the nearest whole number. Sometimes this means the total percentage will not add up to 100%.

We refer to both tenants and leaseholders as “residents” in this report.

# Resident satisfaction and engagement

## Resident Satisfaction

As a landlord, we are required to collect and report annually on performance using a core set of defined measures. These measures are called the Tenant Satisfaction Measures (TSM).

These are intended to measure our progress and allow residents to scrutinise our performance and hold us to account. We collect this information by carrying out satisfaction surveys throughout the year with tenants and leaseholders.

This year (April 2024 to March 2025) **2,464** residents took part in our Tenant Satisfaction Measures survey to share their thoughts on the quality of our services.

- As at 31 March we manage **26,768** rented and **1,956** leased homes across Bristol.
- **63%** of residents were satisfied with overall services provided by Bristol City Council (last year 72%)

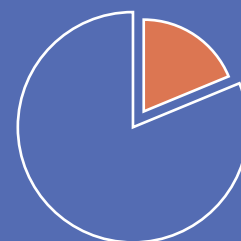
We've included many of the results in this report and you can find the full set of Tenant Satisfaction Measures results on our website: [www.bristol.gov.uk/councilhousingperformance](http://www.bristol.gov.uk/councilhousingperformance)

## Respectful and helpful resident engagement and communication



We received **227,008** calls in 2024–25 (last year 217,432)

**81%** were answered (last year 82%)

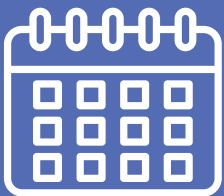


The average wait for a call to be answered was **9.4** minutes (last year 7m 10s)

**58%** of residents feel that Bristol City Council is easy to deal with (last year 61%)



## Opportunities to engage



We held **47** formal meetings with residents to discuss key issues and priorities

These meetings resulted in over **60** “You Said, We Did” actions delivered through resident feedback



Around, **4,900** residents gave feedback about our services, providing us with a unique insight into resident experience

## Resident engagement outcomes

- **49%** were satisfied that Bristol City Council is **visible in the local community**
- **51%** were satisfied that Bristol City Council **listens and acts on the things that matter to residents**
- **58%** were satisfied that Bristol City Council **keeps promises**

## Understanding and responding to your needs

**65%** of residents are White British

**23%** of residents are Black, Asian or other Minority Ethnic

**4%** of residents are White other

**8%** of residents are unknown or prefer not to say

**25%** of our tenants are aged 65+



**33%** of our tenants have told us they have at least one disability



**72%** satisfied that Bristol City Council treats residents with fairness and respect

## Support to older people and home adaptations

**100%** of Emergency Alarms responded to by the Services to Older People Team (STOP)



**100%** of scheduled wellbeing checks delivered to residents, through a mixture of phone, home visit and intercom contact

**100%** of STOP response teams arrived within their 30 minute target (last year 100%)



**402** Major Adaptations and **1057** minor adaptations were carried out to homes



## Helping new tenants to settle in with ease

As part of our ongoing efforts to reduce the time between lets and support tenants in making their new homes comfortable from day one, we recently gifted carpets, blinds, wardrobes and some kitchen appliances to incoming new tenants. These items, which were in excellent condition, were left in place and offered to new tenants at no cost.

This simple gesture saved these households hundreds of pounds in upfront costs and allowed them to settle in quickly without the stress of sourcing and fitting these essentials themselves. This was coupled with referrals to other services in the council to ensure full support with their resettlement.

The feedback has been really positive, with tenants expressing thanks for the warm welcome and the ease of moving in.

By making practical decisions that benefit both our tenants and our housing service, we're not only improving the lettings experience—we're helping people turn a house into a home.

## Responding to your complaints



**29%** of residents satisfied with Bristol City Council's approach to complaint handling



The service recorded a total of

**1562** Stage 1 complaints and

**225** Stage 2 complaints

**32%** of those who made a formal complaint were satisfied with our approach to handling their complaint

The Housing Ombudsman reviewed **56** complaints against Bristol City Council and made **14** determinations



The landlord service responded to **62%** of Stage 1 complaints within 10 working days and **48%** of Stage 2 complaints were responded to within 20 working days



## Do you know about the Housing Ombudsman Service?

As a resident of social housing you have a right to use the Housing Ombudsman Service when you are unhappy with how we have handled a complaint. They offer a free complaint resolution service and have recently been reformed to be given a more important role in housing.

You can also contact them for general advice about housing complaints and your rights when complaining.

You can call them on 0300 111 3000 Monday to Friday, 9.15am to 5.15pm or email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk) [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Each year the Housing Ombudsman ask all social landlords to look at how they handle complaints. We are pleased to find that we resolve most of your complaints at the first stage of our investigation, however we are aiming to improve how quickly we respond when things go wrong. We have published our self-assessment against the complaint handling code: [Housing Ombudsman: Complaint Handling Code - bristol.gov.uk](http://www.bristol.gov.uk/complaints-and-feedback/housing)

We always want to improve and learn from our mistakes. If you have any feedback about how we have handled a complaint or service we would love to hear from you

[www.bristol.gov.uk/complaints-and-feedback/housing](http://www.bristol.gov.uk/complaints-and-feedback/housing)

# Safety and quality of your home

## Keeping homes in good repair

- We completed **68,673** responsive repairs
- **90%** of non emergency repairs were completed within target (35 days)
- **70%** of emergency repairs were attended within 24 hours
- **88%** of appointments were kept
- **64%** satisfaction with time taken to complete repair
- **70%** of tenants were satisfied with the way Bristol City Council deals with repairs and maintenance
- **89%** of tenants who received a repair, were satisfied with the overall repairs service
- **42%** of residents said they had damp and mould in their homes, only **75%** said they had reported this to the council

## Keeping you safe

**70%** of residents were satisfied that Bristol City Council Housing and Landlord Services provides a home that is safe (last year 70%)

**100%** of homes with a working gas supply had a **gas safety check** during 2024–2025 (last year 100%)

**95%** of residents were satisfied with their **gas safety check**

**100%** of homes with gas heating had **Carbon Monoxide alarms** installed

**Communal passenger lift safety checks** were carried out in all buildings that required one

**Legionella (water) assessments** were carried out in all homes which needed one

**Asbestos management surveys** were carried out in all homes that needed one

**Fire Safety Risk Assessments** were carried out in all homes that required one

**77%** of homes had **smoke alarm** installed

**99%** of communal areas had **electrical safety tests**

**56%** of homes on the five year electrical safety testing programme were tested and **77%** of homes on the 10 year electrical safety testing programme were tested

## The Rapid Response Team

The Rapid Response Team started in January 2022, first in the north of the city and now working in all council blocks in Bristol that have shared spaces.

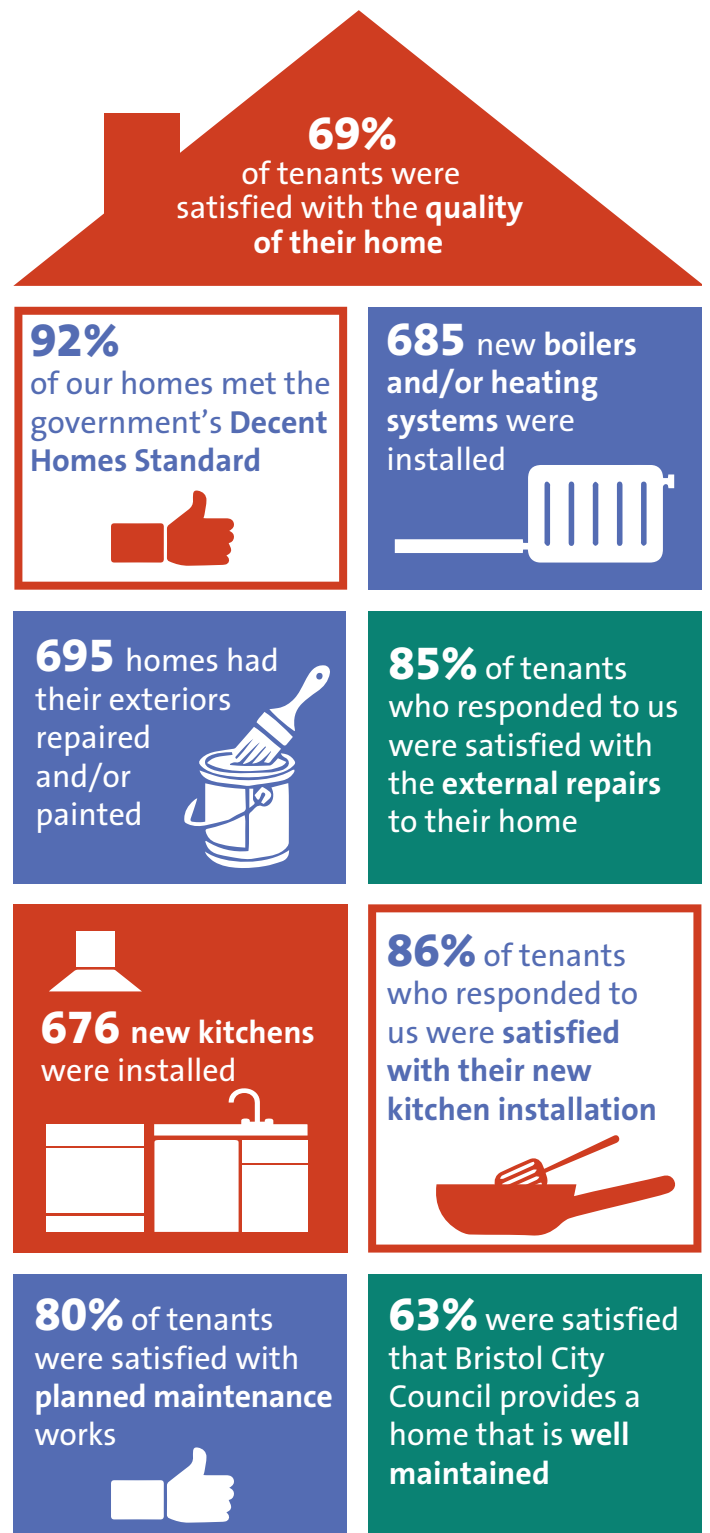
Their job is to quickly fix and tidy up things in the communal areas that might not get reported but still matter to residents. This includes jobs like fixing broken tiles, clearing blocked gutters, mending fences, trimming overgrown plants, sorting out messy bin areas, and fixing stair edges.

Housing colleagues working on site let the team know when they spot these issues, and the Rapid Response Team aims to sort them quickly. Doing this work ourselves instead of using outside companies means we can do it faster and save money for residents.

In 2024/25, the team responded to and resolved 399 jobs around the city.



## Improving your home

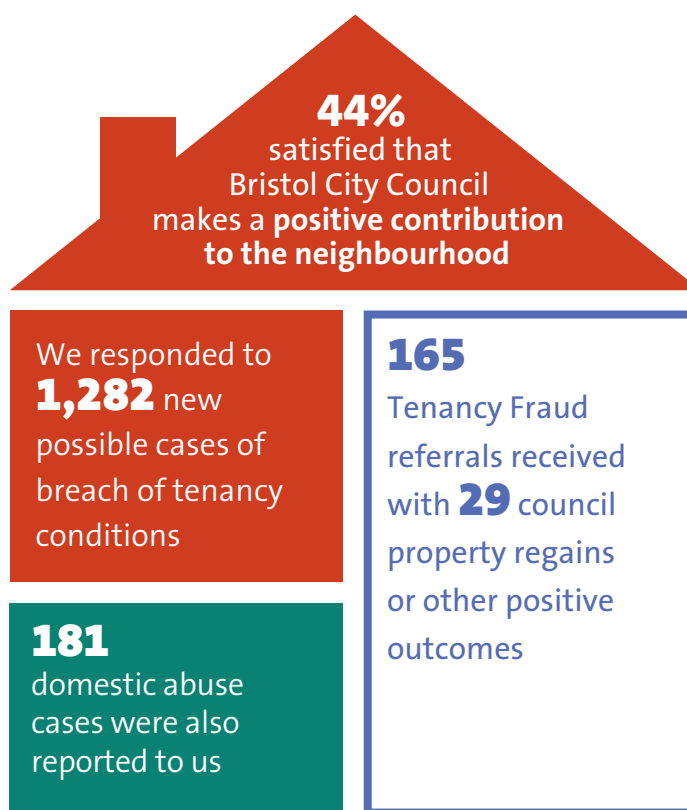


# Responsible tenancy management

## Providing homes for people who need them

- **160** new builds were completed, including 6 shared ownership homes.
- The council acquired **12** additional new build homes from developers for shared ownership (we know have 36 shared ownership homes in total)
- **1,058** council homes were let
- It took us **70** days on average, to relet a standard empty property, where no major repairs were needed (last year 79 days)
- **83%** of new tenants were satisfied with the overall lettings process (last year 88%)
- **96%** of new tenancies lasted longer than 1 year (last year 95%)
- Our Making Best Use Of Stock Team helped **38** households move to accommodation that was either already adapted or more suitable for adaptations (such as wet rooms and floor lifts) to better meet the needs of our tenants
- We had **346** empty homes intended for relet on 31 March 2025

## Managing tenancies



## Keeping communal areas clean and tidy



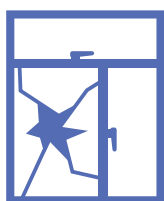
# Neighbourhood and community

## Tackling anti-social behaviour (ASB)

**51%** of residents were satisfied with the way Bristol City Council deals with ASB



We responded to **1142** cases of informal and formal ASB



We responded to **44** ASB cases related to hate crime



**44%** of residents who reported ASB were satisfied with the overall service provided



## Funding for neighbourhood improvement projects

We have two funds for projects that can make a positive and lasting difference to a neighbourhood area. Projects can include landscaping, creating play or social areas, and security improvements.

There are two funds, the Environmental Improvement Budget which is used for projects under £15,000 and the Neighbourhood Improvement Budget for projects that cost in excess of £15,000.

Ideas for projects can come from residents, councillors and Housing Officers. All projects must be supported and led by tenants and must make a real impact to tenants' lives.

This year Custom Close in Hengrove received funding to improve an area experiencing antisocial behaviour. A large derelict area of garages was replaced with a new tarmacked car park, thanks to support from council tenants and funding

from the Neighbourhood Improvement Budget.

The new space looks much better and provides more parking for residents. Locals now have a safer and more useful area.

If you have an idea for a local improvement project please [make a suggestion online](#) or get in touch with your Housing Officer.



Derelict garages before refurbishment



New parking spaces for residents after refurbishment

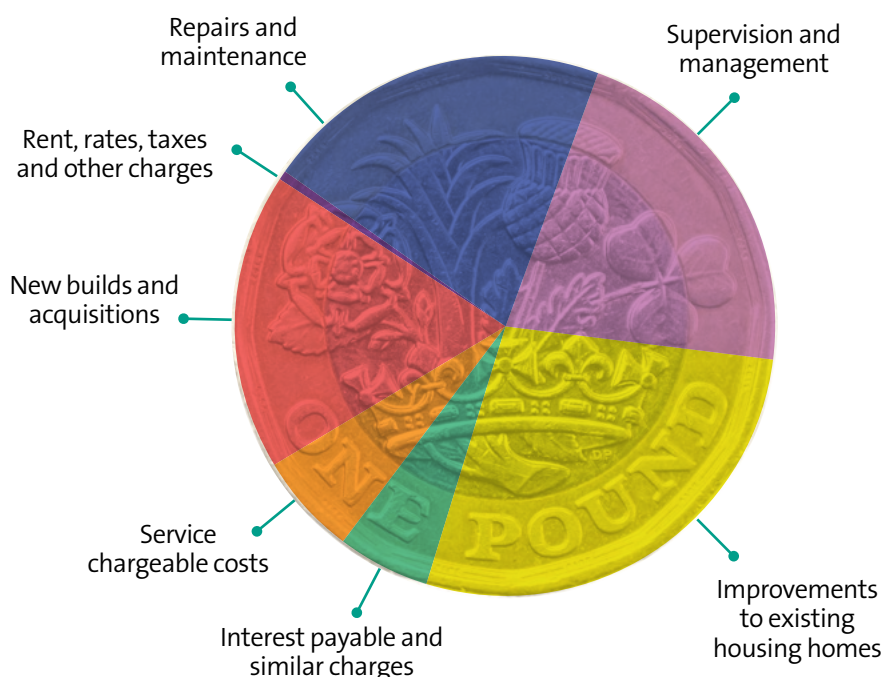
# Rent collection and finance

## Rent collection

- **99%** of rent collected (last year 98.47%)
- **12%** of tenants had more than seven weeks arrears
- **59%** said that they are affected by cost of living (resident satisfaction survey, last year 62%).
- Our Welfare Rights and Monetary Advice team helped **456** Bristol residents, including **174** Housing Tenants to access **£3.5 million** ongoing benefit income and **£1.6 million** in one off lump sum benefit payments that residents were entitled to claim.

## How we spend your rent and service charges

	2023/24	2024/25
Repairs and maintenance	£44.359m	£45.044m
Supervision and management costs	£45.432m	£47.932m
Improvements to existing homes	£58.572m	£69.813m
Interest payable and similar charges	£11.402m	£11.251m
Service chargeable costs	£12.880m	£12.506m
New homes	£37.861m	£67.835m
Rent, rates, taxes and other charges	£0.861m	£0.898m
<b>Total</b>	<b>£211,367m</b>	<b>£255,279m</b>



### Senior Leadership Salaries 2024–25

Executive Director Growth and Regeneration  
£154,898

Director Homes and Landlord Services  
£98,244