

Brighton & Hove City Council

Cabinet

Agenda Item 47

Subject: Housing in Brighton and Hove Annual Report

Date of meeting: Thursday, 17 September 2026

Report of: Cabinet Member for Housing

Lead Officer: Corporate Director for Homes & Adult Social Care

Contact Officer: Harry Williams, Martin Reid

Email: harry.williams@brighton-hove.gov.uk

Email: martin.reid@brighton-hove.gov.uk

Ward(s) affected: (All Wards);

Key Decision: Yes

Reason(s) Key: All Wards

For general release

1. Purpose of the report and policy context

- 1.1 This report presents the Housing in Brighton & Hove Annual Report 2025/26 and seeks Cabinet approval for publication. The annual report brings together, in one document, information about landlord performance, resident experience, complaints, service improvements, safety and compliance, investment, housing supply and value for money.
- 1.2 For the first time, the annual report incorporates the Tenant Satisfaction Measures alongside wider service and complaint information. This gives tenants and leaseholders a clearer, joined-up view of performance and supports the Council Plan outcomes of a fair and inclusive city, homes for everyone, and a responsive council with well-run services.

2. Recommendations

- 2.1 Cabinet notes the performance, resident experience and service delivery information set out in the Housing in Brighton & Hove Annual Report 2025/26 at Appendix 1 and the BHCC Self-Assessment against Housing Ombudsman's Complaint Handling Code at Appendix 2.
- 2.2 Cabinet approves publication and distribution of the Housing in Brighton & Hove Annual Report 2025/26 to tenants and leaseholders, subject to any final factual, presentational and accessibility amendments
- 2.3 Cabinet delegates to the Corporate Director for Homes & Adult Social Care in consultation with the Cabinet Member for Housing decisions related to factual, presentational and accessibility amendments

3. Context and background information

- 3.1 The council is landlord to 12,251 homes. This report summarises housing service performance during 2025/26 and sets out priorities for 2026/27.
- 3.2 For the first time, the report brings together Tenant Satisfaction Measures (TSM), service performance, complaints, investment, housing supply, resident support and value-for-money information into a single, accessible document.
- 3.3 Each year the Council is required by the Housing Ombudsman to complete a self-assessment against the Ombudsman's Complaint Handling Code. This is to ensure our complaints service meets the required standards.
- 3.4 The assessment is reviewed by Cabinet, as the council's governing body, and the Member Responsible for Complaints reports on our compliance, learning and improvement actions. This helps ensure transparency, accountability and continual improvement in how we handle complaints.
- 3.5 The report supports transparency, helping residents understand how services are performing, where improvements have been made and where further work is needed.
- 3.6 A representative sample of 1,050 tenants took part in the 2025/26 TSM survey.
- 3.7 TSM results show continued improvement across most service areas. Overall tenant satisfaction increased from 67% to 71%, with significant improvements in satisfaction with repairs, home safety and the council's ability to listen and respond to tenant views. Building safety compliance also improved substantially.
- 3.8 Complaint and anti-social behaviour (ASB) reports increased during the year. Whilst satisfaction with complaints handling and ASB services remains an area for improvement, overall performance trends are positive.
- 3.9 Priorities for 2026/27 include providing safe, well-maintained homes, strengthening tenant influence and scrutiny, improving complaints handling and ASB services; and enhancing communication and the overall resident experience.
- 3.10 A planned programme of stock condition surveys will provide better information about council homes, enabling targeted investment and stronger asset management.

4. Analysis and consideration of alternative options

- 4.1 The alternative is to publish separate reports, covering performance, TSMs

and complaints. This is not recommended because it would make information harder for residents to find and understand, duplicate content and reduce the opportunity to present a coherent account of performance, learning and improvement.

5. Community engagement and consultation

- 5.1 This Housing in Brighton and Hove Annual report has been developed in line with the council's Community Engagement Framework and draws on a range of resident insight gathered throughout the year. This includes the independent TSM survey, complaints and compliments, Councillor and MP enquiries, service feedback, scrutiny through resident governance structures, tenant and leaseholder meetings, and engagement activities undertaken by housing services.
- 5.2 During 2025/26, residents helped shape service improvement priorities through participation in complaints learning workshops, consultation exercises and regular engagement forums. Co-produced workshops involving tenants, leaseholders and staff explored themes emerging from complaints and feedback, particularly in relation to repairs, complaint handling, health and safety, customer service and communication. Feedback gathered through these activities has directly influenced the content of this report, including the areas highlighted as priorities for improvement and the actions the council is taking in response.
- 5.3 The report also reflects what residents have told us through the TSM survey about service strengths and areas that matter most to them. Alongside performance information, the report sets out how resident feedback has been used to improve services and informs our future priorities.
- 5.4 The Housing in Brighton and Hove Annual Report will be distributed to tenants and leaseholders through Homing In and published online in September 2026. Accessible formats will be made available on request.

6. Financial implications

- 6.1 There are no new financial commitments arising directly from approval of this report, which is for noting and publication only. Any costs associated with producing, publishing and distributing the Housing in Brighton & Hove annual report will be met from existing Housing Revenue Account budgets. The HRA is a ring-fenced landlord account and any future financial implications linked to service improvements, regulatory requirements, repairs, building safety, stock condition, new supply or resident engagement will be considered through the council's normal budget setting, Targeted Budget Management and HRA business planning processes.

Name of finance officer consulted: Ferrise Hall Date consulted (13/08/26):

7. Legal implications

- 7.1 The annual report supports compliance with the council's obligations as a Registered Provider under the Social Housing (Regulation) Act 2023, including requirements relating to transparency, accountability, publication of Tenant Satisfaction Measures (TSMs), and effective tenant scrutiny of landlord performance. It also supports compliance with the Housing Ombudsman's statutory Complaint Handling Code by demonstrating complaint handling performance, learning from complaints, and resulting service improvements.

Name of lawyer consulted: Simon Court Date consulted (13/08/26):

8. Risk implications

- 8.1 Not publishing a clear annual account would reduce transparency and make it harder for residents to scrutinise landlord performance. Publishing a combined report provides a stronger evidence base for accountability and service improvement.

9. Equalities implications

- 9.1 The report is intended for all tenants and leaseholders, including residents who may face barriers to accessing information or services. Plain English, accessible digital publication and alternative formats will support wider access. The report also describes work on vulnerability, reasonable adjustments, adaptations, safeguarding and support for residents with additional needs.

10. Health and Wellbeing Implications:

- 10.1 Safe, secure and well-maintained homes are important determinants of physical and mental health. The report covers building safety, damp and mould, adaptations, Seniors Housing, safeguarding, tenancy sustainment and anti-social behaviour. Transparent reporting and improvement priorities support earlier intervention and better outcomes for residents.

11. Crime & disorder implications:

- 11.1 The report includes performance and improvement activity relating to anti-social behaviour, hate incidents, tenancy breaches and neighbourhood safety. The ASB Improvement Plan is intended to strengthen victim support, case management, partnership working and communication with residents

12. Conclusion

- 12.1 The Housing in Brighton & Hove Annual Report 2025/26 provides residents and Cabinet with a clear, joined-up account of landlord performance, resident experience, complaints, investment and priorities for improvement. Approval will support transparent publication in September 2026 and strengthen residents' ability to understand and scrutinise housing services.

Supporting Documentation

1. Appendices

1. Housing in Brighton and Hove Annual Report
2. BHCC Self-Assessment 2025-26

