

EASTSUFFOLK
COUNCIL

HOUSING SERVICES ANNUAL REPORT

2024 - 2025



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Foreword

We are proud to present our annual report for 2024–2025, highlighting the progress we’ve made and the challenges we continue to address. At East Suffolk Council, our commitment to fostering community pride in our homes and neighbourhoods remains unwavering. Over the past year, we’ve worked diligently to ensure our tenants remain at the heart of everything we do within Housing Services—and throughout this report, you’ll find examples of the impact we’ve made together.

In 2023–2024, our focus was on enhancing the experience of our tenants and residents by actively listening to your voices. We’ve made significant strides in this area, launching our new Tenant Engagement Strategy and establishing a dedicated Tenant Engagement Board. This group plays a vital role in scrutinising and monitoring the performance of our Housing Services, ensuring greater transparency and accountability.

Following the recent Regulatory Judgement regarding non-compliance within our housing stock, we want to be clear: we are fully committed to addressing the issues raised. In recent months, we’ve strengthened our team by appointing additional capacity in key roles, with further recruitment underway to support our improvement efforts. While we recognise that substantial work lies ahead, we are determined to meet these challenges head-on—working collaboratively, learning continuously, and striving to improve every single day.



David Beavan
Southwold Independent Ward Councillor

Cabinet Member for Housing; Chair, Southwold Harbour Management Committee; Rep on Norfolk and Waveney Integrated Care Partnership Health; Chair, Health and Wellbeing Board; Freeport East Board member; Chair, Suffolk Coastal Forum; Suffolk Housing Board Chair

Welcome from Head of Housing

Over the past year, we've made meaningful progress in improving housing conditions across East Suffolk. While we're proud of the steps we've taken, we recognise there is still more to do, to not only meet but exceed the expectations of our tenants and fulfil the standards set by the Regulator of Social Housing.

This annual report outlines the performance of our Housing Service from April 2024 to March 2025, in which I'm pleased to share both our achievements and our vision for the future.

Key milestones over the past year include the launch of our Tenant Engagement Strategy and significant progress on our ambition to complete 100% of stock condition surveys. These initiatives have helped us better understand the needs of our tenants and identify areas for improvement.

Looking ahead, we remain fully committed to delivering services that align with the Social Housing (Regulation) Act. Central to this commitment is listening to you—our tenants—and working together to shape a service that reflects your priorities.

Inside this report, you'll find our Tenant Satisfaction Measure results and a detailed breakdown of our performance over the past year.

Thank you for your continued support and partnership. Together, we're making East Suffolk an even better place to call home. We want as many tenants as possible to feel heard, shape services and hold us to account. If you are able to assist, please contact our Tenant Engagement Officers.



Heather Fisk
Head of Housing

Introduction

Our first Housing Services Annual Report was published in March 2025, covering the period from April 2023 to March 2024.

However, as the regulatory Tenant Satisfaction Measure (TSM) data is collected and reported by financial year, we've reviewed our approach to ensure greater relevance and timeliness. To provide a clearer and more accurate reflection of our performance in key areas—and to show how we're responding through changes in our working practices—we've decided to align the publication of our annual report with the TSM submission cycle.

Going forward, our Housing Services Annual Reports will be published in late summer or early autumn each year. This change ensures that the information you receive is both current and meaningful, giving you better insight into how we're delivering on our commitments and improving services for tenants across East Suffolk.

If you would like this report in any other format or language, please let us know and we will be happy to arrange this for you. You can contact Trudi Robinson or Leah Anderson on **03330 162000** or by email **ESCTenantEngagement@eastsoffolk.gov.uk**





Equality, diversity and inclusion

Understanding our Tenant and Homes Survey 2025

Communicating with you, and delivering services that truly meet your needs, is a top priority for us.

In our last Housing Services Annual Report (March 2025), we shared plans to carry out a Tenant Census Survey. This initiative will help us gather the information we need to tailor our services more effectively and ensure they're accessible, fair, and responsive to your household's needs.



When?

The survey will run from mid November 2025 to February 2026.



Who's involved?

All tenant households will be invited to take part. The survey is being conducted by Acuity Research & Practice, an independent market research company specialising in the social housing sector.



What will it ask?

The survey includes questions about you and your household. It takes approximately 10 to 12 minutes to complete.



Why it matters

It is important to complete this request for information, your responses will help us to:

- Update our tenant and household records
- Improve how we communicate with you
- Ensure our services are inclusive, accessible, and tailored to your preferences

If you would prefer not to answer the survey, please respond informing us of this to prevent further contact from us.



How to take part

- Tenants with an email address will receive a link to complete the survey online.
- You may also receive an SMS with a survey link
- If you don't respond, Acuity will send a paper survey by post.
- Finally, Acuity may follow up with a phone call. Any calls or texts will come from **01502 463007**.



Need a different format?

If you prefer to complete the survey in a different format or language, just let us know—we'll be happy to accommodate your needs.

Your voice matters. Please take a few minutes to complete the Census Survey and help us keep in touch and deliver services that work for you.



How are we performing?

With effect from 1st April 2023, the Regulator of Social Housing (RSH) required all registered housing providers to report performance for 22 Measures of Tenant Satisfaction.

Tenant Satisfaction surveys are conducted for East Suffolk Council (ESC) each month, using a sample generated from a list of all council housing tenants. The surveys are carried out by Acuity Research & Practice who we have also commissioned to carry out our Tenant Census Survey as mentioned above.

The sample includes General Needs and Retired Living tenants. The results of the perception surveys are available at www.eastsuffolk.gov.uk/tenant-satisfaction

This report gives the Tenant Satisfaction Measures (TSMs) that we reported to the Regulator of Social Housing at the end of the 2024-2025 financial year.

We are keen to see how our performance compares with other housing providers and use data reported to the Regulator of Social Housing. RSH TSM data comprises approximately 360 submissions from large landlords covering TSM results for the period between April 2024 and March 2025, for either low-cost rental accommodation (LCRA) in England or a combination of LCRA and low-cost home ownership (LCHO) properties. The 'RSH Local Authorities Median' below covers the above data but exclusively for Local Authorities.

During 2024-25, 647 completed surveys had been received, together with a further 12 incomplete surveys, which are also required to be included within the results.

We are hoping to increase our response rate over the next 12 months through further engagement with you.



Tenant Perception Measures	ESC April 24 - March 25 Result	RSH Local Authorities Median	ESC April 23 - March 24 Result
Overall satisfaction	74.5%	68.5%	81.2%
Satisfaction with repairs	79.7%	71.8%	84.7%
Satisfaction with time taken to complete most recent repair	77.3%	67.5%	83.5%
Satisfaction that the home is well maintained	70.7%	68.1%	77.6%
Satisfaction that the home is safe	80.4%	74.3%	82.7%
Satisfaction that the landlord listens to tenant views and acts upon them	60.5%	57.2%	61.3%
Satisfaction that the landlord keeps tenants informed about things that matter to them	68.4%	69.1%	71.6%
Agreement that the landlord treats tenants fairly and with respect	76.6%	74.8%	84.4%
Satisfaction with the landlord's approach to handling complaints	34.7%	31.3%	29.7%
Satisfaction that the landlord keeps communal areas clean and well maintained	61.0%	63.1%	73.8%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	65.4%	62.0%	68.2%
Satisfaction with the landlord's approach to handling anti-social behaviour	55.2%	57.2%	53.1%

In addition to those relating to Tenant Satisfaction, we also collate and compare data relating to how we manage our services.

Management Measures	ESC April 24 - March 25 Result	RSH Local Authorities Median	ESC April 23 - March 24 Result
Complaints relative to the size of the landlord (Stage 1 per 1000)	30.6	44.8	20.7
Complaints relative to the size of the landlord (Stage 2 per 1000)	5.6	7.6	4.8
Complaints responded to within Complaint Handling Code timescales - Stage 1	96.2%	81.8%	80.2%
Complaints responded to within Complaint Handling Code timescales - Stage 2	100.0%	82.7%	85.7%
Anti-social behaviour cases relative to the size of the landlord	23.3	37.4	18.1
Anti-social behaviour cases involving hate incidents relative to the size of the landlord	0.2	0.6	1.1
Emergency Repairs completed within target timescale	72.4%	94.9%	77.4%
Non-Emergency Repairs completed within target timescale	82.7%	84.0%	78.2%
Homes that do not meet the Decent Homes Standard	50.3% (based on partial stock condition data)	3.2%	N/A
Gas safety checks	99.97% (100.0%)	99.9%	99.9%
Fire safety checks	97.5%	100.0%	100.0%
Asbestos safety checks	100.0%	100.0%	100.0%
Water safety checks	100.0%	100.0%	100.0%
Lift safety checks	100.0%	100.0%	100.0%



Transparency, influence and accountability

Satisfaction that the landlord listens to tenant views and acts upon them	60.5%
Satisfaction that the landlord keeps tenants informed about things that matter to them	68.4%
Agreement that the landlord treats tenants fairly and with respect	76.6%

Engagement and communication

We know that communication is key, and we recognise that we need to do better. It's not just about the information we share with you, but also about how we listen to your views, take on your suggestions, and use them to shape and improve our services.

We're actively working on a number of initiatives to strengthen this two-way communication, including:



Communications review

We're carrying out a full review of how we communicate, to ensure our messages are clear, timely, and relevant.



Exploring MyHome

We're looking at how we can make better use of MyHome to give you easier access to information and services.



Making documents more accessible

We're reviewing key documents—such as our housing policies, website content, and repairs process—to make sure they're:

- Easy to read
- Easy to find
- Clear and informative

[Housing policies and strategies](#)



Clear appeals process

We're ensuring our policies clearly explain how you can appeal decisions and understand your rights.



Performance and updates

We're improving how we share [updates on our performance](#), so you're regularly informed about progress and any changes to services.



Acting on your feedback

We're committed to showing you what we're doing in response to your feedback—so you can see the impact your voice is making.

We're committed to listening to your feedback and showing you the difference it makes. You'll be able to see the progress we're making and the actions we're taking through regular updates on our website and in our annual reports. Your voice matters – and we'll keep you informed every step of the way.

Stop Social Housing Stigma

Social housing stigma was one of the key concerns raised by tenants during the Ministerial roadshows that helped shape recent political and regulatory changes. It's a powerful reminder that how social housing is perceived—and how tenants are treated—matters deeply.

We're proud to support [Stop Social Housing Stigma](#), a tenant-led campaign working to challenge negative stereotypes and promote a positive image of social housing and its residents.



What is the campaign about?

Stop Social Housing Stigma aims to:

- Present a fair and respectful image of social housing
- Challenge harmful assumptions and discrimination
- Influence policy and practice through tenant-led advocacy

They've published a Policy Paper to Government outlining practical recommendations for collaboration and change. You can read more and find out how to get involved by visiting their website: stopsocialhousingstigma.org



Our commitment

We've signed up as a Corporate Member of the campaign, and we're committed to embedding its principles in our work. As part of this, we will be:

- Rolling out training for all Housing Team staff focused on tackling stigma
- Using the campaign's guidance to shape our policies, communications, and service delivery

Together, we can help build a culture of respect, pride, and fairness around social housing.

What we have done

In 2024, we launched our [Tenant Engagement Strategy](#)—a commitment to involving you in shaping the services that affect your homes and communities. You can read the full strategy [here](#), which outlines the many ways we aim to engage with you.

Alongside the strategy, we maintain a [Tenant Engagement Action Plan](#), which we update quarterly to track our progress and share what we've achieved.

How we've been engaging with you

Here are just some of the ways we've been putting our strategy into action:

- **Community Drop-ins:** We've held drop-in sessions across East Suffolk—at different times of day, including evenings and Saturdays—to make it easier for you to speak with us in person.
- **Housing Service Annual Report:** Our first report was published in March 2025. We've now moved the publication, and next year this will be in late summer so that the data, including Tenant Satisfaction Measures, is more current and relevant.
- **Tenant Engagement Opportunities:** We've created new ways for you to get involved, including the launch of our Tenant Engagement Board.
- **Policy Reviews:** We've involved tenants in reviewing our Mobility Scooter Policy, using your feedback to simplify the language, clarify key areas, and remove repetition. Thank you to everyone who contributed—your input is shaping the final version.
- **Surveys and Panels:** We'll continue reviewing policies that affect your homes and services. We're setting up a Tenant Survey Panel and may contact you via email or text (through Acuity Research & Practice) to share links to surveys and draft policies. Participation is always voluntary, and you can opt out at any time.

Tenant Engagement Board: Join us!

- We've recently formed a Tenant Engagement Board to ensure your voice is central to everything we do. This group will:
- Represent tenant views and suggest improvements
- Hold us accountable for service delivery and survey results
- Oversee actions from other engagement groups
- Strengthen communication between tenants and East Suffolk Council
- Promote community spirit and involvement

We're still welcoming new members!



Get involved

To register your interest in this group—or any of our engagement activities—you can:

- Sign up online
- Email us at **ESCTenantEngagement@eastsoffolk.gov.uk**
- Call Leah Anderson or Trudi Robinson on **03330 162000**

Your voice matters. Let's work together to make East Suffolk a place we're all proud to call home.



We need your help

If you live in East Suffolk Council homes and use our services, you're in the best position to tell us what's working—and where we can do better.



How you can get involved

We offer a range of groups and activities to suit your interests and availability. Whether you have just a little time or want to get more involved, there's something for everyone:



Scrutiny Panel: Join service reviews focused on specific areas. You'll help assess how we deliver services and make recommendations for improvement. Choose the topics that matter most to you.



Estate Walkabouts: Walk with us through your community to highlight what's working well and where improvements are needed.



Focus Groups: Take part in one-off sessions with a small group to share feedback on a particular topic or service.



Policy & Document Reviews: Read and comment on documents to help us make them clearer, more accessible, and more useful.



Area Voice: Share what matters in your community, help monitor communal services, and work with us to resolve local issues.



Surveys: Provide feedback through surveys we send out—quick, easy, and impactful.



What's in it for you?

By getting involved, you'll help shape better services for all tenants—and you'll gain something too:

- Meet new people and be part of something positive
- Build valuable skills in communication, teamwork, leadership, and decision-making
- Gain experience that can support volunteering or future job opportunities

We'll provide any training you need and cover travel expenses for in-person meetings or activities.



Share your feedback

Whether it's a compliment, a complaint, or a suggestion—we want to hear from you. Your feedback helps us understand what we're doing well and where we need to improve.

Let's work together to make East Suffolk a place we're all proud to call home.

Send us a compliment, comment or complaint online

If you are unable to set up a "My East Suffolk" account you can also send us feedback by email, by phone, in person at one of our Customer Service points or by post.

Complete our survey so that we can hear your thoughts on our Housing Services Annual Report, what information you would like and how you would like to receive this. We are also considering re-instating the Tenants Magazine or producing regular newsletters and would love to hear whether you think this would be beneficial.





Complaints

Satisfaction with the landlord's approach to handling complaints	34.7%
Complaints relative to the size of the landlord (Stage 1 per 1000)	30.6
Complaints relative to the size of the landlord (Stage 2 per 1000)	5.6
Complaints responded to within Complaint Handling Code timescales - Stage 1	96.2%
Complaints responded to within Complaint Handling Code timescales - Stage 2	100.0%

Scrutiny meetings

At East Suffolk Council, we believe that responding to complaints is only part of the picture. What matters just as much is learning from them—understanding where things went wrong and making meaningful improvements to our services.

To support this, we're launching a series of scrutiny meetings, where tenants can help us review key service areas. Our first topic will focus on the complaints process.



What's involved?

We'll invite tenants to join a meeting where we'll:

- Review how specific complaints were handled
- Discuss what worked and what didn't
- Gather your insights on how we can improve
- Identify lessons we should take forward as a housing service

Your perspective is vital. As someone who uses our services, you can help us understand the real impact of our decisions and shape better outcomes for everyone.



Flexible participation

To make it easy for as many people as possible to take part, we'll offer both in-person and online meetings.



Interested in joining?

Let us know by:

- Registering online
- Emailing **ESCTenantEngagement@eastsoffolk.gov.uk**
- Calling Leah Anderson or Trudi Robinson on **03330 162000**

Together, we can turn feedback into action and build a stronger, more responsive housing service.



Safety and quality

Homes that do not meet the Decent Homes Standard	50.3% (based on partial stock condition data)
Satisfaction that the home is well maintained	70.7%
Satisfaction that the home is safe	80.4%

East Suffolk Council (ESC) takes its responsibility as a landlord very seriously. To help us understand the quality of the homes we provide, and inform our investment plan for them, we have been conducting stock condition surveys.

With almost three quarters of the surveys completed, we have been reviewing the results and have identified that many of our homes do not currently meet what is known as the Government's "Decent Homes Standard".

The Decent Homes Standard is a set of minimum standards for the condition of socially rented homes. It ensures that homes are fit for habitation, are in a reasonable state of repair, have modern facilities, and provide a reasonable degree of thermal comfort.

As well as being required to meet the Decent Homes Standard, we also need to ensure we meet the Standards set out by the Regulator of Social Housing. Based on the issues we identified East Suffolk Council referred itself to the Regulator of Social Housing (RSH) for a breach of the Safety and Quality Standard. The Regulator have since confirmed a breach of the Safety and Quality Standard after identifying serious failings in how we are delivering our Safety and Quality Standard obligations, and that significant improvement is needed. Based on their assessment, they have concluded a C3 grade for East Suffolk Council.

However, The Regulator has also stated in their judgement that "East Suffolk Council has been engaging constructively with us and has put in a place an improvement plan to rectify these failures, which includes completing its current stock condition survey programme, developing a fully costed investment plan to address non-decency, and implementing a new compliance management system. East Suffolk Council has also developed and implemented a new procedure and tracker for managing hazards and damp and mould cases and is working to resolve these issues."

For more information about Damp & Mould, and how to prevent them, please visit:

www.eastsuffolk.gov.uk/damp-mould-and-condensation

We are working hard to make improvements and as part of this, we are developing and implementing new policies and procedures and closely monitoring our progress. We also recognise the importance of providing you with better information around our compliance of the Decent Homes Standard and Health and Safety, we will include this on our website. Below is a preview of a few of our Safety leaflets.



Satisfaction with repairs	79.7%
Satisfaction with time taken to complete most recent repair	77.3%
Emergency Repairs completed within target timescale	72.4%
Non-Emergency Repairs completed within target timescale	82.7%

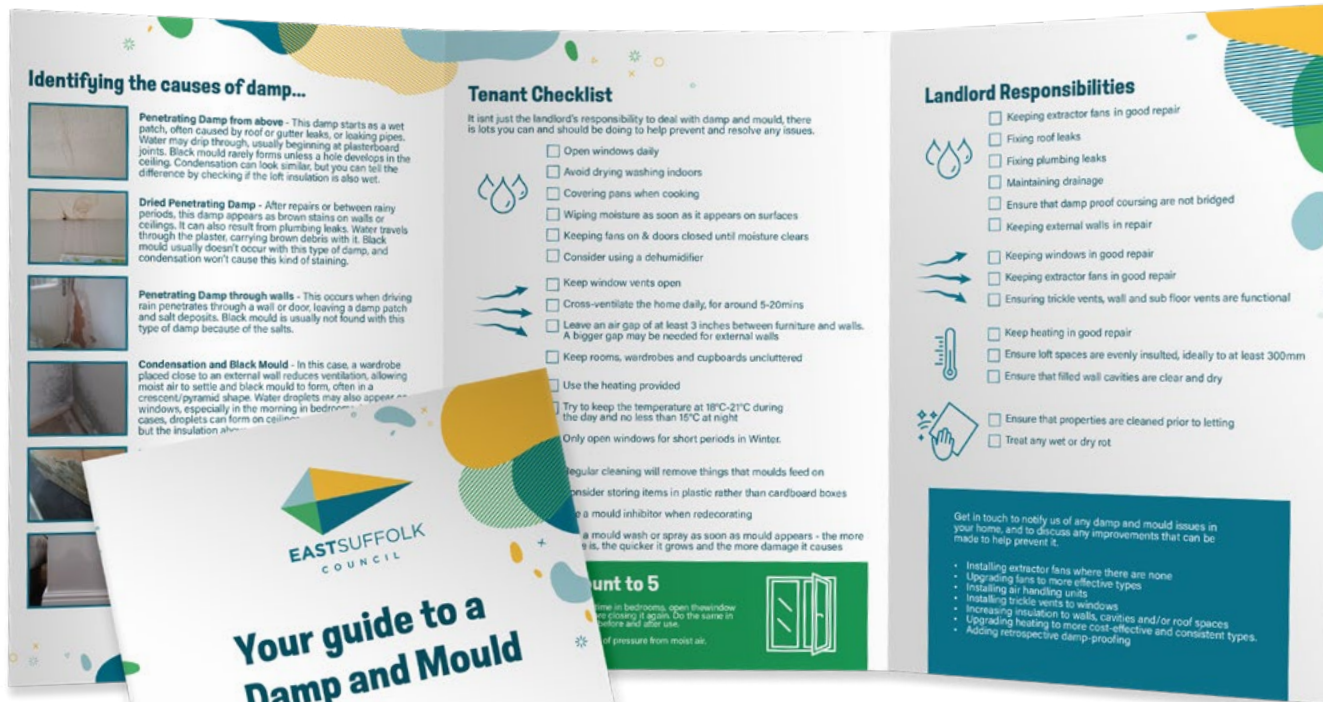
We have made improvements to the way we manage and deliver responsive repair works during the last year. We recognise there are further improvements that can be made to our current working arrangements around repairs and maintenance, and we are currently implementing a project plan to successfully deliver the improvements required.

We are collating customer satisfaction data from our computerised system when a responsive repair is completed, and we shall be looking to extend this to all other works we complete within the system. This is vital to understand that you, as residents of our homes, are happy with the service that is being provided. In our plan for future developments, we will be exploring an online repair reporting tool so that residents are able to report repairs via this method.

Gas safety checks	99.97% (100.0%)
Fire safety checks	97.5%
Asbestos safety checks	100.0%
Water safety checks	100.0%
Lift safety checks	100.0%
Electrical safety checks	98.8%

East Suffolk Council is committed to ensuring the health and safety of its tenants, and a critical part of this is compliance with these safety measures, including essential checks, surveys, services and remedial work. Gaining access to ESC homes is crucial for this and it is therefore important that we continue to work together to achieve our shared goal of keeping you safe, so please continue to assist us in attending appointments.

The coming year will see the launch of a range of Housing Health and Safety policies relating to gas/heating, electrical, water, asbestos, fire, and damp and mould, together with the implementation of an access policy and procedure to continue improving access rates to homes.





Neighbourhood and community

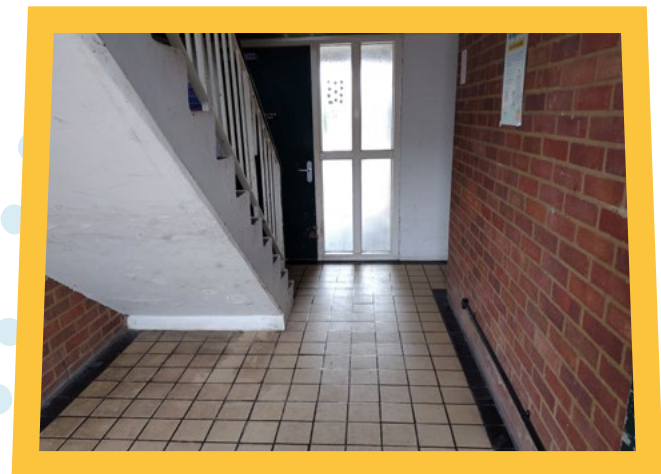
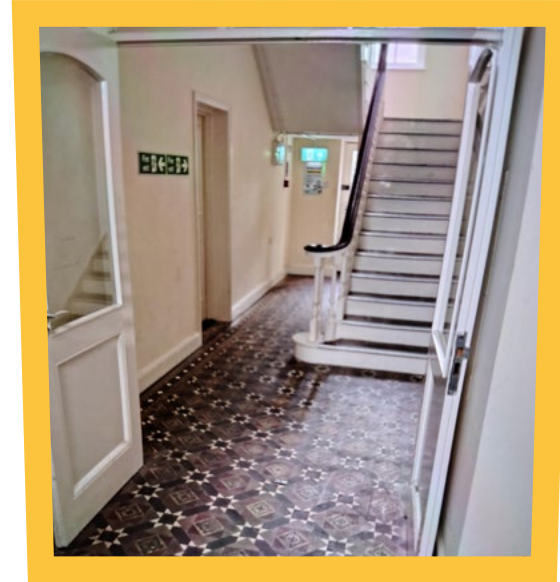
Satisfaction that the landlord keeps communal areas clean and well maintained	61.0%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	65.4%

In our recent survey, tenant satisfaction for how we maintain communal areas scored 61%. We understand that many of our communal areas have not received the care and attention they require, and we are working hard to address this.

Subsequently we have expanded our Neighbourhood Caretaking team from 1 to 4 full time caretakers, with a team leader and new dedicated Estates and Inspections Manager.

As part of these improvements, we have made changes to our Caretaking Service, this includes:

- Caretaker inspections and cleans are now in place. Each block with a communal area now receives a regular 4 weekly inspection and clean by our dedicated neighbourhood caretaking team.
- Communal area signs – all blocks now have our “Be Tidy, Be Safe” communal area sign installed. This allows residents to report issues within communal areas via a QR code link.
- We will shortly be consulting residents on our neighbourhood caretaking service. This will give residents the opportunity to provide feedback on the service they receive, and help shape the service going forwards.



Keeping communal areas safe

If you live in a housing block with shared spaces, you may have noticed our new communal area signs, recently installed by the Neighbourhood Caretaking Team.

These signs serve as a reminder to all residents and visitors about the importance of keeping communal areas clear, safe, and accessible—especially in the event of an emergency.

? What's new?

- Safety Reminders: Clear guidance on what should and shouldn't be stored in communal areas
- QR Code Reporting: A quick and easy way to report hazardous items directly from your phone

! Important safety reminders

To help keep everyone safe:

- Do not store personal items or flammable materials (e.g. rubbish, cardboard) in communal areas
- Large items like pushchairs and bicycles must be stored inside your home, shed, or designated storage areas such as communal bike sheds
- Never store or charge items with lithium batteries in communal areas—this includes mobility scooters, electric scooters, and e-bikes



i Want more information?

You can read our full Keeping Communal Areas Safe Policy on our website. If you'd prefer a paper copy, just let us know and we'll send one to you.

! Report a hazard

If you spot a hazardous item in a communal area, please contact our Customer Contact Team on **0333 016 2000** or use the QR code on the signage to report it instantly.

Keeping communal areas clean

Did you know? Our **Neighbourhood Caretaking Team** visits all East Suffolk Council general needs housing blocks **every 4 weeks** to help maintain clean, safe, and welcoming shared spaces.

What we do during each visit

If your home includes a communal area—such as a shared entrance, lobby, or stairwell—the team will:

- Sweep, mop, and dust to keep the area clean and tidy
- Check for health and safety issues, including hazardous items and necessary repairs
- Test emergency lighting and communal fire alarms, where installed
- Conduct a full deep clean once a year to ensure high standards of hygiene

Help us help you

To support the team's work:

- Do not leave or store items in communal areas—this can obstruct cleaning and safety checks
- Items found during visits may be removed if deemed hazardous or obstructive

We want your feedback

We'll soon be consulting residents on the Neighbourhood Caretaking service. If you live in a housing block with communal areas, we'll be reaching out to hear your thoughts on the service you receive.

Get in Touch

If you have questions or need to contact the team:

 Email: **Caretaker.Team@eastsoffolk.gov.uk**

 Call: Customer Contact Team on **0333 016 2000**



Estate Action Days

Since **June 2024**, we've proudly hosted **8 Estate Action Days** across different areas of East Suffolk—bringing together tenants, residents, and local partners to improve our neighbourhoods and strengthen community connections.



What we've been up to

These events were designed to:

- Listen to your views on the services we provide and the communities you live in
- Carry out Estate Walkabouts to identify areas for improvement
- Organise litter picking sessions to help keep your neighbourhood clean
- Host children's craft activities to make the day fun for families
- Provide vans or skips for the disposal of unwanted items, with recycling arranged wherever possible



A collaborative effort

We were joined by:

- Teams from across East Suffolk Council
- Suffolk Police and Suffolk Fire and Rescue
- Way to Go Suffolk
- Local councillors and community representatives



Get involved

We encouraged tenants and residents to:

- Meet the team and share feedback
- Join us on Walkabouts and litter picking sessions
- Help shape the future of your estate through active participation

Thank you to everyone who took part and helped make these days a success. Your involvement makes a real difference.

We were really disappointed to cancel an Estate Action Day on Wednesday 23 July 2025 that we were looking forward to holding in Southwold. We are sorry to anyone who had hoped to come and meet us and will reschedule a day in during 2026.

Whilst the feedback we have had is that our Estate Action Days are worthwhile, we would love to hear your views on these. Please let us know by completing the [survey](#) for this report.





Anti-social behaviour

Satisfaction with the landlord's approach to handling anti-social behaviour	55.2%
Anti-social behaviour cases relative to the size of the landlord	23.3
Anti-social behaviour cases involving hate incidents relative to the size of the landlord	0.2

Tackling anti-social behaviour: Our commitment to you

We're currently reviewing our policies and procedures around how we manage anti-social behaviour (ASB), but rest assured—our commitment to delivering a responsive and supportive service remains unchanged.



How we support you

Our dedicated ASB Officer works hard to:

- Respond to complaints quickly and efficiently
- Provide clear and concise feedback on the actions we can take
- Collaborate with external agencies and support services to assist victims of ASB



Taking action against serious ASB

To strengthen our approach:

- We now outsource specialist legal advice to support cases that require court action
- Court is always a last resort, but when necessary, we're equipped to take a firm and robust stance against serious perpetrators



Listening to you

As highlighted in this report, Acuity Research & Practice collects tenant feedback—including views on how we handle ASB. We're pleased to see an improvement in customer satisfaction compared to last year, showing we're moving in the right direction.

But we're not stopping there. We're committed to doing even better—and we'd love to hear your ideas on how we can improve.



Share your feedback

You can tell us what you think by:

- Submitting feedback online
- Emailing, phoning, visiting one of our Customer Service points, or sending feedback by post

Your voice matters. Help us shape a safer, more supportive community for everyone.



How to contact us

Gas Leak

In the event of a gas leak, telephone CADENT on 0800 111 999

Repairs

- Online through your MyHome account - If you do not have a MyHome account, you can register for an account on **www.eastsuffolk.gov.uk/myhome**
- Call our customer service centre on **03330 162000**
- To report emergency, out of hours repairs – phone **0800 4402516**
- For gas, oil or solid fuel heating faults call Gasway on Freephone **0800 047 0120**
- For housing management issues email **estates@eastsuffolk.gov.uk**

Paying your rent

If you are having financial difficulties or are struggling to meet your rent payments, please contact our Financial Inclusion Officer. They offer helpful, clear and non-judgemental advice and support to tenants, whether it's budgeting, debt, benefits, credit or ways to make your money go further, the team are here to help.

Alternatively, if you are unsure if you are eligible to receive help with your rent and also want to check your eligibility for other benefits, websites such as **www.entitledto.co.uk** and **www.citizensadvice.org.uk** can be a helpful tool.

How to find out who your Housing Officer is:

There have been changes to Housing Officers in some areas. Find the Housing or Income Officer for your road on our website:

my.eastsuffolk.gov.uk/Housing__Rent_and_Maintenance_Officers or phone **03330 162000**

The Local Housing Officers for Gunton and the immediate surrounding area have opened up a small office at Harry Chamberlain Court. They will be there on a Wednesday morning every week between 9am and 11am to greet you with a warm welcome and a friendly smile!

If you would like a more private appointment on a different day, please contact them who would be happy to help and arrange to meet you at the office.

Estates and Inspection Team:

Our team of Caretakers carry out regular visits to East Suffolk Council housing estates, ensuring they are safe and clean. They clean internal communal areas on a regular basis, carry out minor repairs and also respond to incidents such as spillages. Whilst on site, they report safeguarding concerns, incidents of anti-social behaviour and arrange the removal of fly-tipping as required. In addition, they test fire safety equipment, carry out health and safety inspections and issue removal notices for any items causing hazards to communal areas.

Update on Rent and Service Charge Corrections

In May 2022, East Suffolk Council received a Regulatory Notice due to incorrect rent and service charges being levied. We are pleased to provide an update on the significant progress made to address this issue.

Following a comprehensive forensic audit of over 9,200 tenancies spanning from 2010 to January 2023, all rent and service charges were reset from April 2023. We are confident that all tenants are now being charged correctly. In addition, a new [Rent and Service Charge Policy](#) was adopted in 2023, following approval by East Suffolk Council's Cabinet.

As of May 2025, **98.94%** of the required work to correct overpayments and issue refunds has been completed. Our approach has prioritised current tenants' rent accounts, while also addressing any linked former tenancies. Work to correct balances for former tenants began in August 2024 and is expected to be completed by December 2025. As at today's date we have posted all credit to former rent accounts and corrected balances, however, we have not written to all former tenants due to lack of and inaccuracy of forwarding addresses.

If you have been contacted regarding a credit on your account and have not yet requested payment, please do so by 'following the guidance and instruction given in Appendix 1 of your Rents Regulation Letter which confirms any refund due. Should you need a copy of this letter please contact your Income Officer who can arrange for a copy of this to be sent to you'. Please note that all communications regarding credit refunds will be issued **in writing** by East Suffolk Council.

For former tenants, we will first contact you to confirm your correspondence address — this may be via email or telephone. You can also proactively update or confirm your current address by logging into your **myHome** account or by calling our **Customer Services team on 0333 016 2000**.

We are pleased to confirm that in July 2025, the Regulator published a statement confirming that East Suffolk Council is now fully compliant with the Rent Standard.

Customer Services:

Public access for customers is provided from locations across East Suffolk, please visit eastsuffolk.gov.uk/customer-services for more information. If you are unable to access this link, please contact our Customer Services Team for more information.

Pre-bookable appointments are available for all locations and customers can contact the Customer Service team on 0333 016 2000 for advice and to book an appointment.

Our Riverside office, Lowestoft and local libraries are also able to assist those customers who prefer to 'walk-in' to one of the locations for assistance

Lowestoft Library

Clapham Road South, Lowestoft NR32 1DR

East Suffolk Council Customer Services opening hours:

Monday 9am - 5pm
Tuesday 9am - 5pm
Wednesday 9am - 5pm
Thursday 9.30am - 5pm
Friday 9am - 5pm

Riverside

4 Canning Road, Lowestoft, NR33 0EQ

East Suffolk Council Customer Services opening hours:

Monday - Friday: 9am – 5pm

Our Digital Champions are also on hand to help with getting you online and using our online services.



**Strategic Lead - Housing Services**

Lisa Farrington
lisa.farrington@eastsuffolk.gov.uk

**Operational Lead - Housing Services**

Elizabeth Allen
elizabeth.allen@eastsuffolk.gov.uk
01502 523424

**Neighbourhoods Manager**

Jody Pallett
housing@eastsuffolk.gov.uk
01502 523120

**Income and Service Charge Manager**

Jo Barber
housing@eastsuffolk.gov.uk
01502 523516

**Retired Living Service Manager**

Jayne Sissen
jayne.sissen@eastsuffolk.gov.uk
01502 523480

Housing Officers

**Angie Woodrow**

housing@eastsuffolk.gov.uk
07979 721838

**Jemma Lethbridge**

housing@eastsuffolk.gov.uk
07584 445558

**John Barber**

housing@eastsuffolk.gov.uk
07881 674825

**Rio Herrod**

housing@eastsuffolk.gov.uk
01502 523125

**Simon Huggins**

housing@eastsuffolk.gov.uk
07747 456580

**Liam Poole**

housing@eastsuffolk.gov.uk
07500 995544



Amanda Newson

Amy Court/Manor Court
amanda.newson@eastsuffolk.gov.uk
07770 632037



Tracy Spurgeon

Blyford Court/Jeannie Mann Court
tracy.spurgeon@eastsuffolk.gov.uk
07770 544294



Ellie Spurgeon

ellie.spurgeon@eastsuffolk.gov.uk
07345 735185



Lisa Ford

Crick Court/Whitton Court
lisa.ford@eastsuffolk.gov.uk
07796 187764



Stephen Day

Harry Chamberlain Court/Links Road
stephen.day@eastsuffolk.gov.uk
07771 722718



Lisa Hayes

Honeypot Meadow/ Olland Court
lisa.hayes@eastsuffolk.gov.uk
07717 646261



Mel Snowden

Jubilee Court
mel.snowden@eastsuffolk.gov.uk
07818 097181



Joanne Knights

Plaisir Place
joanne.knights@eastsuffolk.gov.uk
07345 753110



Julie Denny

julie.denny@eastsuffolk.gov.uk
07899 068186



Lauren Moore

Wesley House
lauren.moore@eastsuffolk.gov.uk
07570 203719

Income Officers



Myles O'Connor
housingervices@eastssuffolk.gov.uk
01502 523126



Tracey Blowers
housingervices@eastssuffolk.gov.uk
01502 523122



Angela Felton
housingervices@eastssuffolk.gov.uk
01502 523577



Karen Burroughs
housingervices@eastssuffolk.gov.uk
01502 523124



Anti-Social Behaviour Officer

Ian Richardson
customerservices@eastssuffolk.gov.uk
01502 523127



Financial Inclusion Officer

Tracey Pike
housingervices@eastssuffolk.gov.uk
01502 523578

Tenant Engagement Officers



Trudi Robinson
07586 811897 **OR** 01502 523519
ESCTenantEngagement@eastssuffolk.gov.uk



Leah Anderson
07350 372092 **OR** 01502 523165
ESCTenantEngagement@eastssuffolk.gov.uk

Housing Revenue Account (HRA) Income and Expenditure

Expenditure in 2024-25 financial year

For information on Director's Remuneration for 2024/25, please see page 99 on [Statement of Accounts 2024/25](#)

Expenditure Category	Expenditure	%
Repairs and Maintenance	8,514,210.54	31%
Housing Management	6,867,233.49	25%
Corporate Overheads	7,215,814.80	26%
Capital Investment	4,159,396.40	15%
Sheltered Housing	1,029,299.76	4%
Total	27,785,954.99	100%

Key:

Repairs and Maintenance: Repairs and Maintenance to housing stock inclusive of Responsive and planned works, compliance works, Operatives, management, support recharge and running costs.

Housing Management: Supervision and management cost of tenant services, provision of non-sheltered accommodation, void costs, debt management, housing development revenue costs, ICT and contribution to corporate service i.e. HR, Finance, Legal.

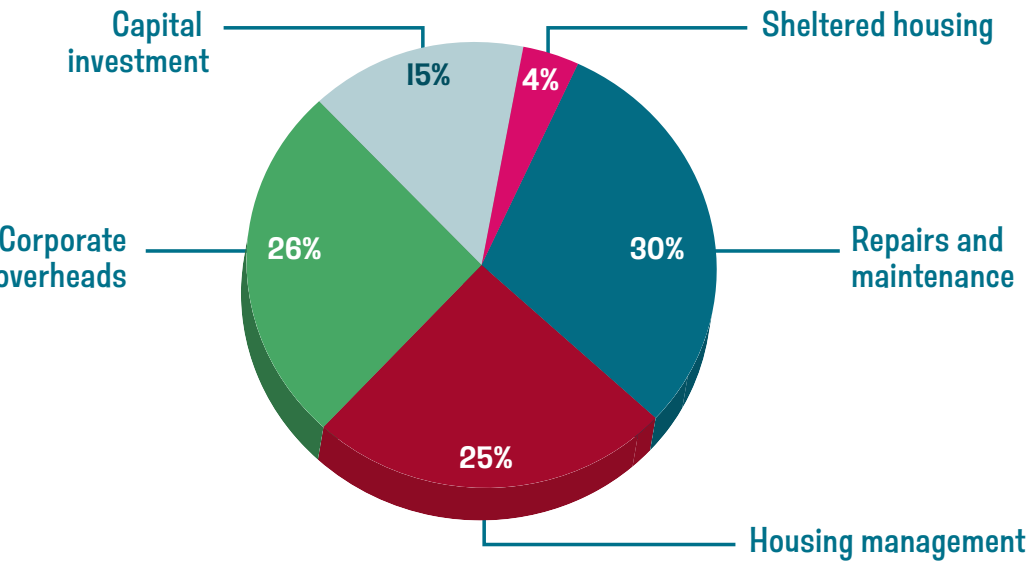
Corporate Overheads: Depreciation, interest payable on debt and bad debt provision.



Capital Investment: Revenue contribution to Capital programme.

Sheltered Housing: Running costs for the provision of 13 Sheltered Schemes.

Expenditure



If you would like to see more detailed information on the HRA financial position for 2024/25, please see the published ESC accounts linked below. HRA information is on pages 123 to 131.

www.eastsuffolk.gov.uk/statement-of-accounts

Average rents

	Social Rent - General Needs	Social Rent - Supported	Affordable Rent	Lowestoft LHA Rate
Bedspaces	£79.85	N/A	£86.61	£86.61
Bedsit	£79.36	£72.57	N/A	£101.51
1 Bed	£87.26	£87.50	£98.17	£101.51
2 Bed	£99.08	£103.50	£126.27	£132.33
3 Bed	£105.17	£106.16	£133.46	£144.99
4 Bed	£114.71	£115.72	£155.12	£189.86
5 Bed	N/A	N/A	N/A	£189.86
6+ Bed	£130.43	N/A	£189.86	£189.86

- * Affordable rents are applied to acquisitions or new build properties only.
- * Affordable rents are capped at the Local Housing Allowance (LHA) rate, inclusive of service charges
- * Social rents are based on a government formula (formula rent)

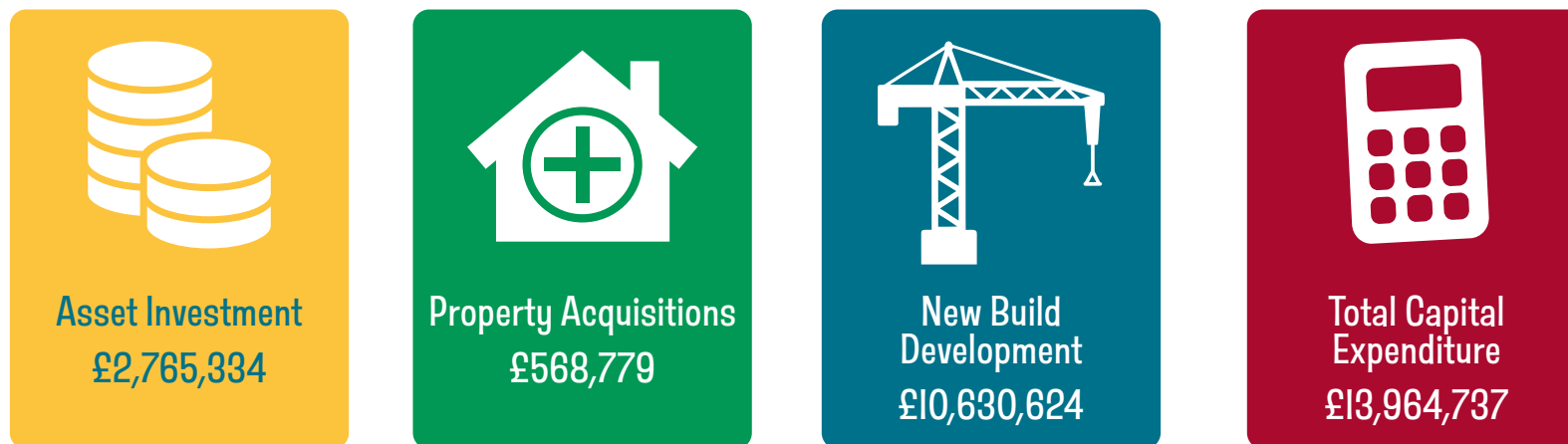
For more information, view the **East Suffolk Council Rent and Service Charge Setting Policy** which details how rents and service charges are calculated.

Breakdown of our housing stock

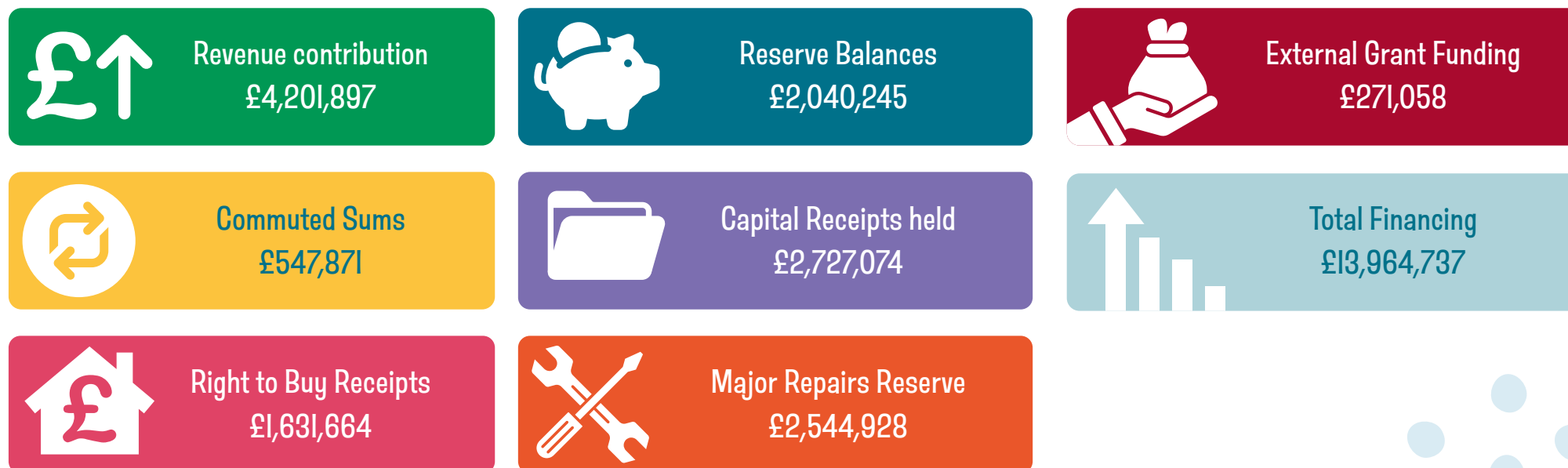
ESC owned 4345 HRA properties as of 31.03.2025, made up of:

	Number of rooms:	Social Rented	Affordable Rented	Shared Ownership	Leased	Total
	Bedspaces (HMO units/rooms)	6	7	-	-	13
	Bedsits	27	-	-	-	27
	1 Bed	1,403	55	1	4	1,463
	2 Bed	1,123	57	14	1	1,195
	3 Bed	1,488	18	6	5	1,517
	4 Bed	117	6	-	-	123
	5 Bed	-	-	-	1	1
	6+ Beds	5	1	-	-	6

Capital investment 2024/25

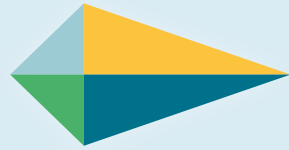


Source of funding



Description	£	%	£1
Repairs and Maintenance (Revenue and Capital)	£8,522,231.54	31%	£0.31
Housing Supervision and Management	£5,745,819.05	21%	£0.21
Housing Development (Revenue and Capital)	£5,272,789.84	19%	£0.19
Depreciation	£4,993,683.80	18%	£0.18
Interest Payable of Debt	£2,064,900.67	7%	£0.07
Sheltered Housing	£1,029,299.76	4%	£0.04
Bad Debt Provision	£157,230.03	1%	£0.01
Total	£27,785,954.69	100%	£1

We remain committed to delivering high-quality services while ensuring responsible stewardship of public funds. Throughout the year, we have maintained a strong focus on achieving value for money, minimising waste, and operating efficiently. All expenditure decisions have been guided by principles of transparency, accountability, and cost-effectiveness, ensuring that resources are used in ways that maximise public benefit.



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