



Annual Housing Report for Tenants and Leaseholders 2026

April 25 to March 26

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Welcome to the Sandwell Council Annual Report to Tenants and Leaseholders 2025/26

It is a great pleasure and honour to be chair of the Tenant and Leaseholders Scrutiny Group and an honour to provide the foreword for this year's annual report.

This report has continued the council's aim to be more open and accountable.

The information shared in the report is a true reflection of the performance within the housing service, showing the progress being made but also the areas for improvement and the on-going challenges for the service such as ending the backlog or repairs and ensuring we meet "new" regulations such as Awaab's Law and building safety regulations.

It will be impossible for Sandwell to overcome these challenges and become an outstanding housing provider unless it continues to listen to and work in partnership with tenants and leaseholders.

This annual report shows some of the ways tenants and leaseholders are contributing to the improvements in service delivery.

The Tenant and Leaseholder Scrutiny Group, alongside other tenant groups highlighted in this report, will continue to champion the views of tenants and leaseholders, ensuring their voices are heard and working constructively with colleagues to help shape and improve housing services.

Hope you find this report informative and that it inspires you to learn more about the housing service and get involved in shaping the improvements we all want to see.

Best wishes,

Aynols Reid
Chair of Tenant and Leaseholder Scrutiny Group



A word from Councillor Parsons



I am delighted to introduce the 2026 Annual Report for Tenants and Leaseholders, which showcases our progress, achievements and the dedication of our teams over the past 12 months.

As your new Cabinet Member for Housing, I will continue to drive our commitment to strengthen service delivery across our communities and ensure our services reflect the changing needs and priorities of our tenants.

This annual report represents our commitment to building trust and clarity as we continue working toward the obligations set out by the Regulator of Social Housing. The report covers our progress toward improving services and collaboration with our tenants and leaseholders.

In the past year we implemented new measures to keep this moving in the right direction. We provide monthly updates to the Regulator of Housing to support the improvement of our C3 status.

We also improved the way we handle complaints to ensure you receive a timely response when you raise concerns. We added new ways for you to share your insight to help outline service improvements. We also rolled out our new Tenant Engagement Strategy.

I encourage you to review this report and see the progress we have made with your continued contribution that reflects the needs of the community.

Thank you.

Councillor Parsons



A word from Executive Director - Place



I am pleased to share this year's Annual Report for our tenants and leaseholders. In the past 12 months our Housing services have made encouraging progress with improvements to our overall service delivery. As the Executive Director of Place, it is my responsibility to ensure that our Housing teams continue to improve services to our tenants and that we take accountability for the quality of those services.

During October 2024, the Regulator of Social Housing determined that we should receive a 'C3 Regulatory rating'. A C3 rating means that the Regulator is of the view that 'there are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed'.

Since then, we have been working closely with the Regulator and have made significant improvements to the safety and quality of our homes, helping to ensure you have access to secure and well-maintained accommodation.

We have also embedded the requirements of Awaab's Law into a new triage system. Awaab's law is named after the tragic case of Awaab Ishak, a two year old boy who sadly died due to health issues created by severe damp and mould in his social rented home. This new system helps our newly formed Damp and Mould Team to identify cases at an early stage and prioritise them appropriately to ensure you receive a timely response.

We have listened to your feedback and improved our Damp, Mould and Condensation Policy to make it more accessible and simpler and easier to understand. Changes included clearer responsibilities, improved reporting guidance, and clearer information on how to report issues and what response times you can expect.

During 2025, we also launched the Housing Complaints Panel, giving you a direct voice in improving how complaints are handled.

We have made great strides in improving the services we provide to our tenants over the past year. We know we still have a lot to do. However, we are committed to continuous improvement and to strive to be an excellent landlord. Our priority remains to ensure our homes provide you with safe and high-quality accommodation and we are committed to working closely with our tenants and leaseholders to achieve this.

Alan Lunt



Our C3 Status

What does having C3 Status mean?

In October 2024 our housing services were assessed by the Regulator for Social Housing.

The Regulator found that we had not met important standards relating to repairs and the safety and quality of our homes. The Regulator graded us C3, meaning that significant improvements in our services are needed.

What did we get wrong?

The inspection found that:



Only about

2%

of our buildings had the required asbestos surveys completed.



Although we had completed electrical inspections on

96%

of our homes, we couldn't track repairs completed as a result of these checks. This failure was partly caused by having outdated online housing management systems.



There were more than

14,000

overdue repair jobs



We only had up-to-date stock condition surveys for

5%

of our homes.

How we are improving

Since then, we have worked closely with the Regulator to significantly improve the safety and quality of our homes.

As of **July 2026**

100%

of the asbestos surveys have been completed and the number of overdue repairs has reduced to under 2500, with plans in place to complete all of these by **December 2026**.



We now have up to date stock condition surveys for

72%

of our homes



We provide monthly updates on our Improvement Plan to the Regulator, including detail about aspects of our service that did not form part of the judgement in **2024**. We are due to be inspected no later than **2028** and we are confident that we can demonstrate that significant improvements have been made to our service.



Our stock

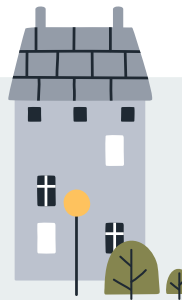
At the end of the financial year our housing stock consisted of 27,651 properties. 26,704 of these properties are managed by Sandwell Council and 947 by the Riverside Group housing association.

There are currently **23,517** households on our housing register, who are waiting for one of our properties.

6,966 households on the housing register are current Sandwell Council tenants, making up **30%** of the housing register.



**14,500
Houses**



**11,576
Flats**



**1,575
Bungalows**

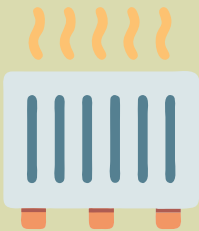
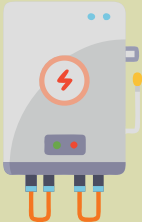
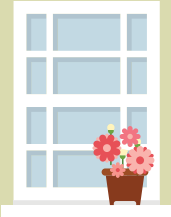
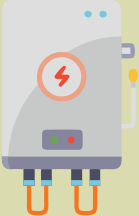
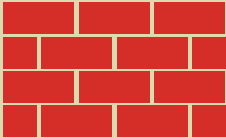


**643
Maisonettes**



Investing in your home

This financial year, we invested £42.3 million in refurbishments and improvements to your homes. Work we completed included:

311 Roofing Renewals	35 Flat Roof Insulations	157 External Wall Installations	231 Loft Insulations
543 External Door Renewals	331 Solar PV		
			
129 Central Heating Systems	27 High Heat Retention Storage Heaters	417 Kitchen Renewals	975 Windows Double Glazing
	185 Bathroom Renewals		
	115 Energy Efficient Windows and Doors		
		728 Boiler Replacements	36 Cavity Wall Installations

Impact of Right to Buy



314 properties

were sold under Right to Buy
in the last financial year.



From the sale of these
properties, the council generated
£28,617,645.00
worth of income.



On average, buyers
were given a discount of
£80,054.47
on the purchase value
of their property.



To contribute to the replacement of housing lost through
the right to buy scheme, in the last financial year, we built

67 new properties and purchased **57 properties.**

This is less than our annual target,
set out in our Housing Strategy.



**FOR
SALE**

Our Housing Strategy
sets a target of building

100-150 new council homes each
year through 2028.



Right to Buy helps tenants
to buy their homes at a
discounted rate. For more
information visit:

[www.sandwell.gov.uk/tenanthandbook/
tenant-handbook/buying-home](http://www.sandwell.gov.uk/tenanthandbook/tenant-handbook/buying-home)



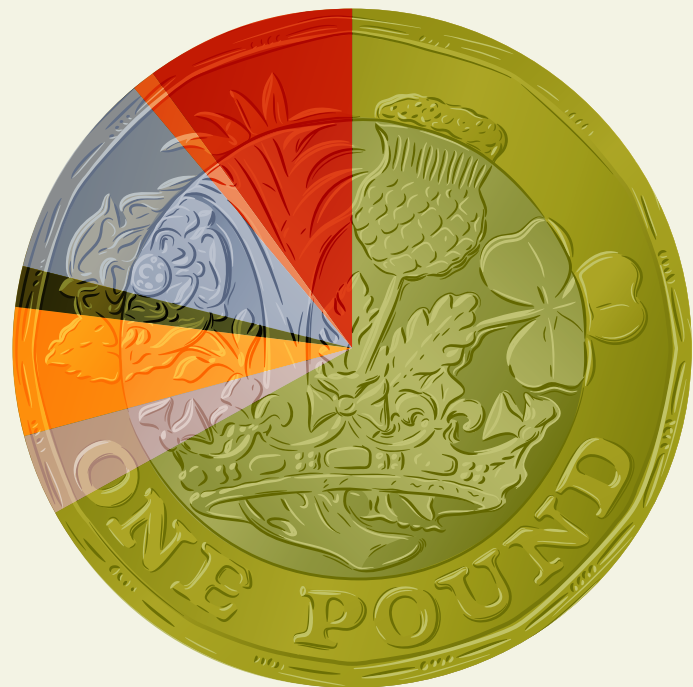
What We Spent

How we spent every pound of our income



Reinvesting your rent	2025-2026	
0.24	Day to day repairs	Fixing your homes quickly and to a high standard when there's an issue, making sure it's easy to get in contact when needed.
0.22	Cost of delivering services	Friendly and helpful staff, like concierges and local housing teams, and easily accessible local offices where you can get the services you need. This includes all the things that staff need to do their job e.g. offices, transport, IT and legal and financial support to deliver services.
0.02	Other costs	Important support services to make sure homes are safe and well maintained are sometimes delivered by other parts of the Council but paid by your rent.
0.12	Transfers for the capital programme	Funds set aside for investment in our stock.
0.12	Interest charges on our loans	Interest we pay on existing loans.
0.18	Planned maintenance and improvements	Making sure that existing homes are maintained to a high standard e.g. spend on major improvement projects across our stock such as kitchens, bathrooms, central heating, new doors and windows.
-0.01	Contributions to reserves	Funds set aside to support future delivery of housing services.
0.02	Disabled adaptations	Aids and adaptations work can range from large scale adaptations such as fitting level access showers to smaller adaptations such as fitting grab rails and key safes.
0.09	Investment in new properties	Expenditure on the delivery of new homes.

For every £1 we spent last year, this money came from:



0.67	Customer income from rents and service charges
0.04	Income from other activities
0.06	Property sales
0.02	Government grant to develop new homes
0.00	Government grant to improve homes
0.10	Use of earmarked reserve
0.01	Use of in-year surplus
0.10	Borrowing

Adaptations

Our adaptations service helps tenants with disabilities to live independently. Homes are made accessible through the use of ramps, widening of doorways, and replacing baths with shower facilities.

We adapted a total of 393 homes, and this included installing:



11 Lifts



234 Bathroom Adaptations



23 Ramps



Repairs Data

122,252 responsive repairs completed



an increase of 8,805 on the previous year

A responsive repair is undertaken to reports of a fault, such as broken boiler, broken door handle, as opposed to planned maintenance visits such as a gas boiler service, or electrical wiring check.

95.32%



Emergency repairs were completed on time.

This is an increase on previous year's performance due to a dedicated Emergency Team being setup in the Repairs Department.

94.44%



Emergency and urgent repairs (combined) were completed on time.

Emergency jobs have 24-hour targets and urgent jobs have 3 working days.

an increase of 12% on the previous year

The repairs department delivered

81%

of repairs right first time.



Improved compared to last year



Underperformed compared to last year



Similar to last year

1,127 Void properties were repaired and relet.



That's 62 fewer than the previous year.

27.59 days was the average time taken to complete repairs



decrease on the previous year's 23.73.

This is due to Sandwell completing a backlog of aged repairs which will be completed in 2026.

65,736 emergency repairs completed



an increase of 21,514 on the previous year

61,883 of **65,736** were completed within target timescale. An emergency repair is classified as an immediate health and safety risk to our tenants or buildings.

95%

Tenants satisfied with a completed repair

Damp & Mould

Over the past 12 months, we have established a dedicated Damp and Mould Team to strengthen our response to damp and mould issues across our homes. This specialist team includes fully trained inspectors and operatives who are specifically assigned to respond to urgent damp and mould cases.

We have also introduced a new triage system to ensure we identify and record any tenant vulnerabilities at the earliest stage, enabling us to prioritise cases appropriately in line with Awaab's Law.

Since the introduction of Awaab's Law in late October 2025, the team has successfully attended over 2,000 cases. This enhanced approach ensures we are responding more quickly, effectively, and with greater sensitivity to the needs of our tenants.

While we continue to make improvements within the service, we recognise that there is still more to do. We are actively improving the service

by reflecting on lessons learned and driving improvements for our tenants and residents wherever possible.

We are also working to reduce the number of older outstanding repairs, which are steadily decreasing. A dedicated team is focused on resolving these cases as quickly as possible.

We would like to thank you for your continued patience and understanding. We remain committed to delivering the best possible repairs service, keeping our tenants safe, and prioritising urgent and safety-related cases.



Building Safety

Building safety remains a top priority for Sandwell Council, and we are committed to working closely with residents to ensure your homes are safe and secure.

- In April 2025 we consolidated the information from our meetings with residents, that form the Building Safety Forum Group and integrated the comments and concerns into the Resident Engagement Strategies for each of our Higher Risk Buildings. Each block has a bespoke engagement strategy, tailored to the requirements of the block and its residents. A copy of which is available on the Sandwell website.
- In line with the requirement to understand our obligations for building safety, we have reviewed our maintenance, condition surveys and safety information for each block and where we have found deficiencies, entered into a programme of further inspections and reports to ensure the blocks meet the requirements and are managed and maintained in a safe manner.
- As part of our commitments to resident safety, we have looked at how we deliver this essential function. We have assessed and trained our staff to conduct several of the essential requirements and as such provide a better more value for money service.
- We continue to support residents with continued engagement and cooperation.

Looking ahead to 2026/27, we will:

Review the Building Safety Information we hold per property



Engage fully with residents on our programme of information improvement



Offer ongoing support to residents with our dedicated Building Safety Team



Tenant Satisfaction Measures

An independent research team completed a survey with tenants, to find out how we are performing. We use these findings to improve our services by focusing our resources to areas that need attention. Tenants were satisfied this year with time taken to complete repairs and tenants were least satisfied with how complaints are handled. Tenants were overall satisfied with our services this year compared to last year.

	2024/25	2025/26	Change
Overall Satisfaction	67%	66%	
Well Maintained Home	70%	68%	
Safe Home	75%	74%	
Communal Areas	69%	74%	
Repairs Last 12 Months	73%	74%	
Time Taken Repairs	65%	69%	
Neighbourhood Contribution	64%	65%	
Approach to ASB*	57%	60%	
Listens & Acts	59%	60%	
Fairly & with Respect	75%	75%	
Kept Informed	67%	69%	
Easy to Deal With	70%	69%	
Complaints Handling	33%	30%	
Net Promotor Score	41%	41%	

*Anti-social behaviour

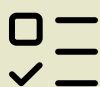
-  Tenants were less satisfied with our services this year compared to last year.
-  Tenants were also less satisfied with the time taken to complete repairs.
-  Tenants were more satisfied this year with how we handle complaints.

At Sandwell Council, we want the views of our tenants to help shape and improve our services. Our aim is to develop a culture where tenant engagement is not just an add on, but it's how we work.

You said...



Repairs appointments are occasionally cancelled because the operative doesn't have all of the required parts to do the job.



All officers should be able to identify damp and mould issues when they visit a property.



There is disruption when new residents move into new flatted accommodation.



There is no clarity around the use of laminate flooring in flatted properties.

We did...

We recognise that not having correct parts causes unnecessary delays and frustration, we will ensure that officers have the correct parts to complete repairs first time.



Training has been provided to all relevant staff but learning and improvement is always in progress.



We created a Best Practice Guide for moving into a new property.



We added advice around laminate flooring to our alterations webpages.

What's next?

We will reduce the number of repair appointments that are cancelled or need to be rearranged, helping to provide a more reliable and efficient service for our customers.



We will take a proactive approach in tackling damp and mould.



We will ensure nuisance is kept to a minimum for residents.

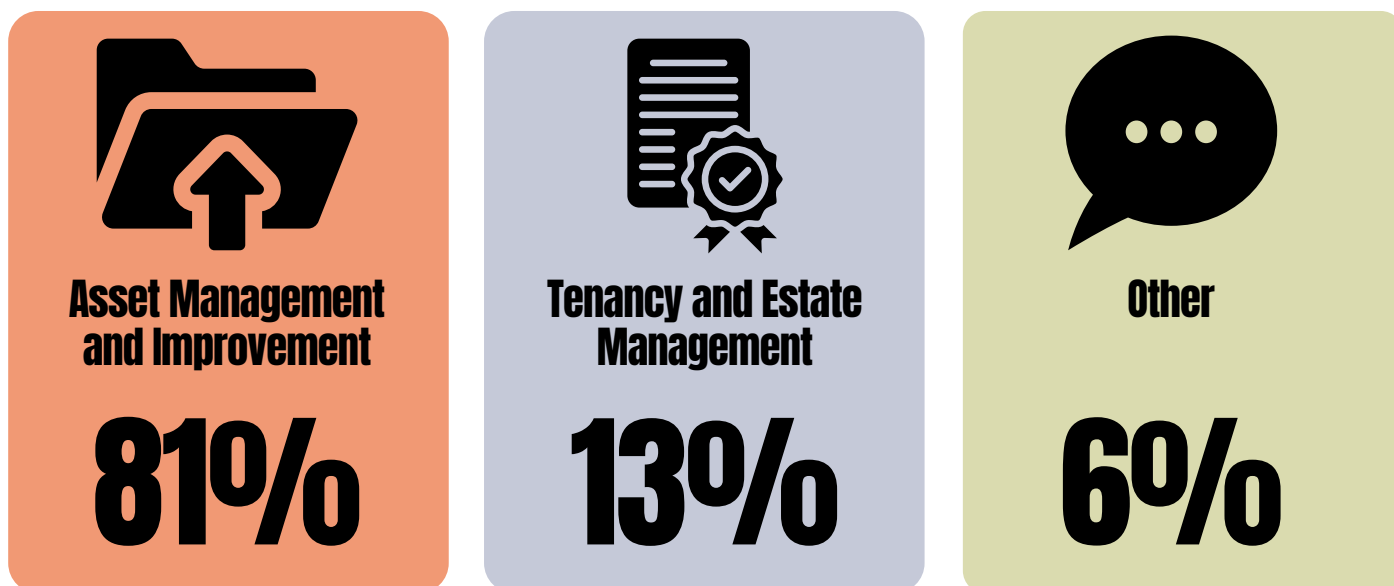


We will ensure noise nuisance is reduced for residents.

Complaints and the Housing Ombudsman

We received 1,421 stage 1 complaints this financial year and progressed for formal investigation. 1,407 (99%) of those complaints were resolved and closed. The average time taken to respond to a complaint was 17 working days.

Complaints by service area



The Housing Ombudsman and Local Government and Social Care Ombudsman



Our Complaints Process

Our complaints process is made of two stages.

Stage 1

complaints are the investigation stage. We will try to resolve your complaint straight away, if we can't we will investigate and provide you with a formal response.

We received 1562 stage 1 complaints between April 25 to March 26. On average we received 232 stage 1 complaints each quarter in comparison to last years average 223.



We received

232

stage 1 complaints each quarter in comparison to last years average 223.

Stage 2

is the review stage. If you are not happy with the outcome of your stage 1 complaint, you can request for the outcome to be reviewed. For us to review the outcome of your complaint, you will need to tell us why you were unhappy with the stage 1 response received. A different officer will review your stage 2 complaint.



We received

380

stage 2 complaints between April 25 and March 26.

Over the last two years, The Housing Resolutions Team has been investigating and responding to Housing complaints. In 2025, the team began investigating Local Office complaints in addition to Repairs and Maintenance complaints. The aim is to eventually investigate and respond to all Housing complaints over the coming year as this allows us to focus on continuity in our approach to investigating and responding to complaints.

In 2025 we set up the Housing Complaints Panel, which consists of tenants and leaseholders who provide feedback on our complaint responses and suggestions for improvements. The group meets quarterly to review anonymised complaints. The feedback from these sessions is used for learnings and improvements. This allows us to listen to our residents and improve our approach to complaints.

We also improved our compliance with the Housing Ombudsman Complaints Handling Code, where our residents receive a timely response to their complaint. We are handling 92% of complaints within the Ombudsman timescales in the last quarter of the year.

We are embedding a culture of compensation being considered as part of redress for service failures, to recognise distress and inconvenience caused to residents when things do go wrong. We are focused on being accountable for our failures and committed to learning from them.

This approach will continue into next year, driving improvement and a healthy, positive, complaints culture.

You said, we did: Improving Right to Buy Lease Terms

You said...

A tenant told us they were unhappy with the lease term offered as part of their Right to Buy application. The lease had 92 years remaining instead of the 125 years they expected. They felt this could affect the value of their home and their mortgage, and that the explanation about lease terms was unclear.

We listened

We reviewed the complaint fully and took advice from our Legal Services and Valuation Teams. The complaint highlighted that our approach to issuing “coterminous” leases (where leases in a block end on the same date) could lead to confusion, inconsistent lease lengths, and reduced value for some homes.

We changed our approach

We issued the tenant with a full 125-year lease, allowing their purchase to complete without delay.

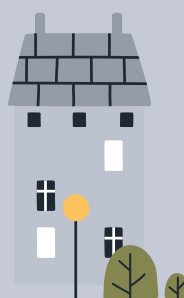
We reviewed our wider practice for issuing leases on Right to Buy flats.

We confirmed that issuing coterminous leases is not a legal requirement and that the Council has discretion as landlord.

We agreed a new approach through the Housing Revenue Account Strategic Asset Management Group.

What we do now

All future Right to Buy sales of flatted accommodation will be issued with a 125-year lease, which reflects good practice across other councils.



The benefits for tenants

Clearer and more consistent lease terms

Better protection of property values

Fairer outcomes for future Right to Buy customers

Reduced long-term risks for leaseholders and the Council

Housing Complaints Improvements

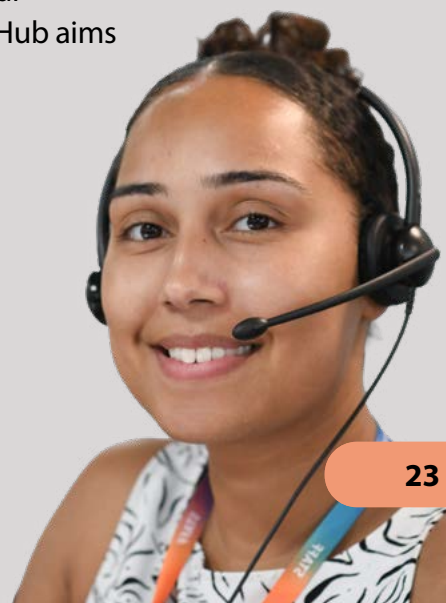
We have taken a series of actions during the last financial year to improve housing services, strengthen customer experience, and address issues identified through complaints and feedback.

Improvement	Benefit	Outcome
Text messages will not be sent to you in error for appointments with contractors	You will not be given incorrect information and will not lose time waiting for appointments	Details of the complaints and a reduction in failed appointments
We will ensure 100% of staff visiting properties are trained to identify damp and mould	This will help ensure a proactive response to damp and mould issues	Staff training records
We will let you know if we cancel a repairs appointment	This will prevent you waiting in for cancelled appointments	Improved communication with residents
We will work with all teams across the council to ensure compliance with Ombudsman Guidance	This will ensure quality and complaint responses as standard across all teams	Ombudsman determinations, complaints reports
Complaints should be resolved within agreed timescales	We have made improvements to ensure concerns are resolved in line with Ombudsman guidance	All residents will receive a quality complaints resolution service

Performance of The Housing Hub

The Housing Hub is a specialist housing team, who are here to answer your questions and support you when using our online services. The Housing Hub aims to answer 80% of your enquiries at the first point of contact.

- For **2025/26** we answered **72%** of enquiries at the first point of contact.
- In **2024** we launched a call back pilot for queries that we couldn't resolve at the first point of contact. In **2025/26**, the Housing Hub booked **1,996** callback appointment and that's an increase of **1,427** compared to last year.
- **80%** of customers who came through to the Housing Hub were satisfied with the service they had received.



Home Checks

We introduced home checks in September 2021, so that we hold all of the correct information for the household. This means that we can offer support and guidance to tenants and check on the condition of properties and gardens.

8512 home checks were completed this year

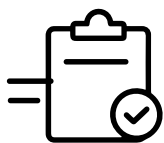
that's a 4.1% increase than last year



"Repairs are about more than fixing things that are broken. They help keep your home safe, secure and comfortable. When you report a repair, we will work to put things right as quickly as possible so you can enjoy living in your home"

Jim Brennan
Head of Tenancy and
Estates Management

As a result of completing home checks this year, we have:



Referred
545

tenants to our welfare rights services.



Referred
171

tenants to our money advice services.



Logged
133

smoke alarms that need repairing.

Identified
192

incidents of hoarding, and

241

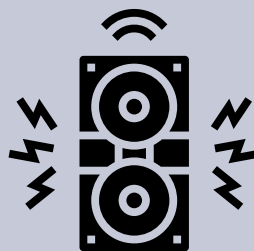
identified tenants who feel lonely and isolated, in need of support.

Anti-social behaviour

This year we received **4,600** cases of anti-social behaviour.

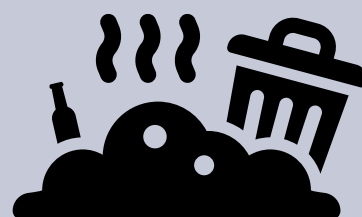
Top 2 types of ASB reported

21%
Noise nuisance



9%
Misuse of communal areas

14%
Litter / Rubbish / Fly Tipping



Tenant Engagement

Alongside the Tenant Auditors Group (TAG), the Tenant and Leaseholders Scrutiny Group (TLSG), the Building Safety Forum, and support for Tenants and Residents Associations (TRAs), we have introduced new ways for tenants to share their views and help shape service improvements:

Communications Group – helping ensure our documents are clear, accessible and tenant-friendly

Complaints Panel – made up of tenants and officers, ensuring lived experience shapes how complaints are handled and improved

Volunteer Block Reps – supporting safety and communication in high-rise blocks

We are committed to strengthening the tenant voice, keeping tenants at the heart of decision-making, and continuing to consult on new policies as they are developed.

A key achievement this year has been the development and adoption of our new Tenant Engagement Strategy. Co-produced with tenants, officers and Sandwell Community Information and Participation Services (SCIPS), it sets out how we will listen, involve and work with tenants to shape our homes and communities.

You can find the strategy here:

[Tenant Engagement Strategy | Sandwell Council](#)

Following consultation feedback, we have also co-produced an action plan with tenants, which will be reviewed annually to ensure we deliver on our commitments.

We are proud of our tenants who shared their idea to create a 'Tenant Approved' stamp to evidence where they have had significant involvement.

"As well as contributing to improving housing services, getting involved will give you the opportunity to meet new people; be part of decision making and learn new skills that can be used in other areas of your life"



Get Involved!

There are a range of ways to take part. Visit our webpage to find out more.

[Meet the Tenant Engagement Team | Sandwell Council](#)

To find out more, contact the Tenant Engagement Team:

Comm_Partnerships@Sandwell.gov.uk

or call and leave a message on

0121 569 2537



The Tenant and Leaseholder Scrutiny Group

The Tenant and Leaseholder Scrutiny Group 2025/26

During the year the main priorities for the Tenant and Leaseholder Scrutiny group have been around:

- Repairs performance and disrepair backlog
- Damp and mould
- Safety and estate issues
- Communication and engagement

Whilst also challenging whether measures being put in place represent value for money for tenants and leaseholders.



Some examples of areas covered over the year include:

- Regular discussion on the repairs backlog, receiving regular updates on causes, prioritisation and plans to reduce the backlog. The group has challenged whether timescales and communication reflected residents lived experience
- Examined Sandwell council's approach to reasonable adjustments, focusing on fairness, consistency, and how well individual needs are identified and met.
- Regular review the council's response to damp and mould, including preparedness for and application of Awaab's Law (Awaab's Law implemented on 27th October 2025).
- Reviewed the Annual Report to Tenants, providing feedback that led to clearer explanations of performance data and improvement actions to make the report more accessible to residents.

- Received updates on the Stock Condition Survey, including coverage, accuracy, and how findings inform investment and repairs planning. The group made several recommendations to improve communication and to provide reassurance to vulnerable tenants.
- Members of the group have been actively involved in discussions around developing an E-Scooter and E-bike policy.
- Provided feedback on the service standards being developed within the various housing teams to ensure the standards are meaningful and will improve the service tenants and leaseholders experience when contacting housing teams.



The Tenant Auditors Group

Tenant Auditor Group (TAG) - Annual Report Article (2025/2026)

During 2025/2026, the Tenant Auditor Group (TAG) continued to play an important role in strengthening tenant voice and improving council services. The group met regularly throughout the year and completed a detailed audit of the Council's Choice Based Lettings (CBL) process.

Findings from the audit were largely positive:-

95% of applicants reported that

the application process was easy to follow, however, TAG identified that clearer guidance is needed around the documents required to complete an application.

Similarly, while

75% of applicants

understood the bidding process, there remains a need for improved communication to ensure all applicants fully understand how the bidding system.



How We Tackle Housing Fraud

The Counter Fraud Unit is responsible for carrying out investigations into areas of suspected or reported fraud and misconduct. The table below presents the number of investigations that the unit have completed this financial year.

Completed Investigations - Financial Year 2025-26	
Completed investigations	282
Prosecutions	29
Housing applications cancelled prior to allocation	41
Housing properties recovered	42
Right to Buy purchases prevented	10
School places withdrawn	1
Warning letters issued for Blue Badge misuse	27

By investigating cases of suspected fraud, the council have made significant savings. This can be viewed in the table below:

Value of fraud for completed investigations - financial year 2025-26	
Council Tax Reduction Scheme Fraud	£96,473.00
Direct Payments Fraud	£44,495.36
Housing Benefit and DHP Overpayments	£62,051.30
Value of housing applications cancelled (notional value)	£175,603.00
Value of housing properties recovered (notional value)	£3,288,600.00
Value of Right to Buy Discount (prevented sales)	£669,700.00

How we keep your home safe

Your safety is one of our top priorities. It is our duty as your landlord to ensure that you can live safely in your home. We complete risk assessments to ensure that your property is safe to live in. To help us carry out these essential checks and meet our legal safety responsibilities, we need tenants and leaseholders to provide access to their homes when requested



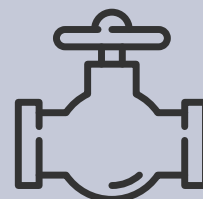
99.7%

**of all gas safety checks
have been completed**



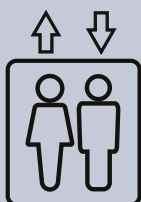
100%

**of properties have had
a fire risk assessment**



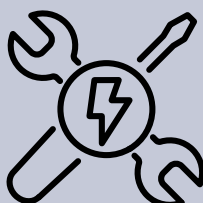
100%

**of properties have had a
legionella risk assessment**



100%

**of properties have had
a lift safety check**



95%

**of electrical safety checks
have been completed**



100%

**of asbestos
management surveys
or re-inspections
have been completed**

Fire risk assessments are undertaken in line with the Fire Safety Regulations.



All high-rise buildings are assessed every 12 months.
You can access the fire risk assessments for your block at

www.sandwell.gov.uk/fire-safety/fire-risk-assessments





Struggling with your Rent?



LET US HELP YOU!

An illustration of a town street scene with a large rainbow arching over it. The rainbow's bands contain text: red for "MONEY AND BUDGETING ADVICE", orange for "EXTRA HELP WITH YOUR RENT", yellow for "MENTAL HEALTH SUPPORT", green for "HELP GETTING DIGITAL", blue for "EMPLOYMENT SUPPORT", purple for "LANGUAGE SUPPORT", and dark blue for "BENEFIT ADVICE". The street scene includes a red bus, a red car, a pedestrian, and several houses.

MONEY AND BUDGETING ADVICE
EXTRA HELP WITH YOUR RENT
MENTAL HEALTH SUPPORT
HELP GETTING DIGITAL
EMPLOYMENT SUPPORT
LANGUAGE SUPPORT
BENEFIT ADVICE

If you're struggling with your rent then we're here to help.
Call us on 0121 569 7477 for advice



**SCAN HERE
FOR MORE
INFORMATION**

HOUSING HUB

We have a dedicated team of housing specialists who are here to answer your questions and can support you with using online services.

CONTACT US

housing_hub@sandwell.gov.uk

 **0121 569 7474**
Option 1

