
Annual Report to Tenants 2025/26



**August 2026 | This report relates to Elmbridge Borough
Council Residential Properties**



Elmbridge
Borough Council

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Foreword

I'm pleased to introduce Elmbridge Borough Council's first Annual Report to Tenants.

Providing safe, well-maintained homes and delivering good services for tenants remains a key priority for the council. This report highlights the progress made over the past year, as well as our priorities for the year ahead.

Listening to our tenants is an important part of delivering a good housing service. Your feedback helps us understand what we are doing well and where we need to improve, and it plays an important role in shaping future services.

I hope you find this report helpful and informative. Thank you to everyone who has taken the time to share their views with us over the past year, and I look forward to continuing to improve our housing service for all our tenants.

Councillor Alex Batchelor

Portfolio Holder for Housing

Welcome

As your landlord, we're committed to providing safe, well-maintained homes and delivering a good service to our tenants.

This report explains how we've performed during 2025/26, what we've achieved over the past year and the areas we're continuing to improve. You'll find information on repairs, building safety, complaints, tenant satisfaction and how your feedback is helping to shape our housing service.

At 31 March 2026, Elmbridge Borough Council owned 96 homes, including general needs social housing, temporary accommodation and homes acquired through the Local Authority Housing Fund to support specific groups, including Afghan households and those resettled under the UK's response to the conflict in Ukraine.

Since becoming a Registered Provider of Social Housing in June 2024, we have been regulated by the Regulator of Social Housing and are accountable to the Housing Ombudsman, helping to ensure we continue to provide safe, high-quality homes and services.

Keeping Homes Safe



Keeping residents safe is our highest priority. We carry out the safety checks required by law and monitor them closely to help ensure our homes remain safe for our tenants.

During the year, we continued to strengthen how we manage building safety and compliance, ensuring the checks and inspections needed to keep homes safe were carried out and monitored effectively.

Our Asset Management Policy is available on our website here:

[Asset Management Policy](#)

Safety compliance results for 2025/26:

- Gas safety checks: **97.78%**
- Fire safety checks: **100%**
- Asbestos safety checks: **100%**
- Water safety checks: **58.33%**
- Lift safety checks: **100%**

- Electrical safety checks: **98.96%**
- Non-Decent Homes: **0**

We also carried out stock condition surveys across our homes to assess their condition and identify where future investment or repairs may be needed. Following the completion of remedial works identified through these surveys, none of our homes were classified as non-decent.

Where urgent safety issues are identified, emergency make-safe works are carried out as quickly as possible to reduce risks to residents.

We will continue to carry out stock condition surveys on at least 20% of homes each year, ensuring every home is surveyed at least once every five years. This helps us plan future investment and keep homes safe and in a good state of repair.

Repairs and Maintenance



We are committed to providing safe and well-maintained homes.

During 2025/26, repairs and maintenance were delivered on the Council's behalf by our managing agent. We monitored performance closely to help ensure repairs were completed to the required standard.

During the year, we invested £250,233 in maintaining our homes through responsive repairs and planned maintenance

Satisfaction with repairs

83% of tenants who took part in our Tenant Satisfaction Measures (TSM) survey said they were satisfied with the repairs service.

During the year, 93.95% of non-emergency repairs and 93.75% of emergency repairs were completed within our target timescales.

We will continue to monitor repair performance and use tenant feedback to help improve the service.

Tenant Satisfaction Measures

As a Registered Provider of Social Housing, we are required to collect and publish Tenant Satisfaction Measures (TSMs) each year.

These measures help residents understand how we're performing across key areas including repairs, building safety, complaints, communication and overall satisfaction. The results below summarise our performance during 2025/26.

Our Results

Tenant Perception Measures (TSM TP01–TP12)

TSM Code	Measure	Result
TP01	Overall Satisfaction	66.67%
TP02	Satisfaction with repairs	83.33%
TP03	Satisfaction with time taken to complete most recent repair	66.67%
TP04	Satisfaction that the home is well maintained	60%
TP05	Satisfaction that the home is safe	60%
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	46.67%
TP07	Satisfaction that the landlord keeps tenants informed	46.67%
TP08	Agreement that the landlord treats tenants fairly and with respect	64.29%
TP09	Satisfaction with the landlord's approach to handling complaints	N/A
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	50%

TSM Code	Measure	Result
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	50%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	58.33%

Repairs and Maintenance (TSM RP01-RP02)

TSM Code	Measure	Result
RP01	Homes that do not meet the Decent Homes Standard	0%
RP02 (1)	Non-emergency repairs completed within target timescale	93.95%
RP02 (2)	Emergency repairs completed within target timescale	93.75%

Building Safety (TSM BS01–BS05)

TSM Code	Measure	Result
BS01	Gas safety checks	97.78%
BS02	Fire safety checks	100%
BS03	Asbestos safety checks	100%
BS04	Water safety checks	58.33%
BS05	Lift safety checks	100%

Anti-Social Behaviour (TSM NM01)

TSM Code	Measure	Result
NM01 (1)	Anti-social behaviour cases	20.83
NM01 (2)	Anti-social behaviour cases that involve hate incidents	N/A

Complaints (TSM CH01-CH02)

TSM Code	Measure	Result
CH01 (1)	Stage one complaints relative to the size of the landlord	20.83
CH01 (2)	Stage two complaints relative to the size of the landlord	10.41
CH02 (1)	Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
CH02 (2)	Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%

Notes:

- TP09 is shown as N/A because none of the residents who completed the survey had recently experienced the complaints process and were therefore unable to answer this question.
- NM01 and CH01 measures are shown relative to landlord size and represent cases per 1,000 homes.

We use these results, alongside feedback from residents, to help identify where services are performing well and where improvements are needed.

You can read our full Tenant Satisfaction Measures report using the link below. The report includes a detailed breakdown of our results and the actions we are taking to improve our services in response to resident feedback.

[Tenant satisfaction measures | Elmbridge Borough Council](#)

Complaints



During 2025/26 we received 2 formal complaints across our 96 homes.

Both complaints were upheld following investigation. No cases were referred to or determined by the Housing Ombudsman during this year.

We review all complaints carefully to understand what has happened and how services can be improved. During the year, we strengthened monitoring of repair performance, introduced a revised complaints policy and provided additional training to staff to help ensure concerns are handled promptly and fairly.

Our full Annual Complaints Performance and Service Improvement Report, along with our self-assessment against the Housing Ombudsman's Complaint Handling Code, is available on our website:

[Complaints process for tenants | Elmbridge Borough Council](#)

Improving Our Homes



Following completion of our stock condition surveys, we have developed a planned programme of energy improvement works across our housing stock.

This programme focuses on improving the energy efficiency and condition of homes where upgrades have been identified through our stock condition surveys. Works may include:

- Storage heater replacements
- Loft insulation improvements
- Cavity wall insulation, where suitable
- Upgrades to heating and hot water systems

These improvements are targeted based on survey findings and property type. Tenants whose homes are included in the programme will be contacted in advance with details of the proposed works and timescales.

The Council has committed funding to deliver these improvements as part of our ongoing investment in maintaining safe, warm and energy-efficient homes.

We aim to provide clear information, accessible communication and practical support where needed so that all tenants can engage with us. This includes offering different ways to get in touch and taking account of individual needs.

We continue to work closely with Pinnacle to ensure strong oversight of performance, compliance and service delivery standards. Regular performance reviews and monitoring arrangements are in place so that any issues can be

identified and addressed promptly.

During 2026/27, our priorities will include improving communication with tenants, increasing opportunities for resident involvement, and continuing to invest in the quality and safety of our homes.

We remain committed to listening to tenants and using resident feedback to help shape future improvements.

Thank you

Thank you to all residents who took the time to complete surveys and provide feedback during the year.

Your feedback helps us understand what we are doing well and where we can improve. It plays an important role in shaping our housing service and helping us continually improve the services we provide.

We look forward to working with you over the coming year and encourage you to continue sharing your views as we strive to deliver the best possible service.

Contact Us



If you would like more information about our housing service, please visit:

[Help for council tenants | Elmbridge Borough Council](#)

You can also contact us directly at: ebclandlord@elmbridge.gov.uk

We welcome your feedback and encourage you to get in touch if you have any questions about this report.

Contacting Pinnacle

Pinnacle is the council's managing agent and is responsible for the day-to-day management of your home. For repairs, tenancy matters or general enquiries, please contact them directly:

- Use the Ark App
- Call **0333 241 4635**
- Email elmbridge@pinnaclegroup.co.uk