



IPSWICH
BOROUGH COUNCIL

Housing Improvement Update

(February 2026)

How we're improving your housing services
following the Regulator of Social Housing review



What this update is about

Ipswich Borough Council is working hard to improve housing services after the Regulator of Social Housing inspection in June 2025.

This update explains what has been done so far and what is coming next.

1. Checking Every Council Home

Goal: Make sure every home is safe, warm and in good repair.

- We started full safety and condition surveys in July 2025.
- So far, we have checked 5,762 homes (about 68% of all homes).
- Most problems found have already been fixed.
- Only 5 serious issues (called "Category 1 hazards") are still being completed.
- By the end of March 2026, we expect 78% of homes to be surveyed.

What this means for you

- Homes will be safer.
- Issues like damp and mould will be sorted faster.
- Fewer repairs should be needed in the long term.
- You should feel more confident that your home is safe.

2. Improving Safety and Performance Information

Goal: Check important safety areas more clearly, such as gas, electric, fire, lifts, and damp and mould.

- We have built a new "Compliance Dashboard" that helps us track all safety checks.
- A tenant friendly version will be created and updated every 3 months.

What this means for you

- Clearer information about safety in your home.
- Better monitoring means problems are picked up sooner.

3. Clearer and More Respectful Communication

Goal: Make all letters and information easy to understand.

- We are reviewing all written information we send to tenants.
- We are using more pictures and plain English.
- Easy read letters have already been shared with sheltered housing tenants.

What this means for you

- Letters and information will be clearer and easier to read.
- Information will feel more respectful and supportive.



4. Tackling Social Housing Stigma

Goal: Make sure all tenants feel respected and valued.

- Workshops were held with tenants in January and February to talk about stigma.
- A report has been written with what tenants told us.
- Staff had training on treating tenants with respect.

What this means for you

- You should feel listened to and treated fairly.
- Staff will be better trained and more aware of stigma.

5. Better Tenant Engagement

Goal: Tenants have a real say in how services are run.

- Training was given to tenants to help them take part in scrutiny.
- A new Scrutiny and Complaints Panel has been set up.
- Walkabouts will take place across estates.

What this means for you

- You can get more involved if you want to.
- You will have a stronger voice in decisions.

6. Better Information on Complaints

Goal: Make sure tenants understand complaint trends and improvements.

- A new Complaints Panel has been launched.
- The first project will look at how complaints are handled.
- We're keeping a log of all improvements made because of tenant feedback.

What this means for you

- Complaints will be easier to understand and influence.
- You will see clearer "You said, we did" updates.

7. Understanding Tenant Needs

Goal: Learn about tenants' needs so services can be tailored.

- Staff are asking tenants for information about things like disabilities and support needs.
- 4% more tenants have shared this information recently.
- A new dashboard will show progress.

What this means for you

- Services will be more personalised.
- We can better support vulnerable tenants.



8. Rehousing (Decanting) Older Person Schemes

Goal: Support tenants who need to move because their building is closing.

- All tenants at Wingate House have been successfully rehomed.
- Moves from Broke Hall House and Cumberland Towers are underway.
- Coffee mornings and meetings have been held to support tenants during moves.

What this means for you

- If you need to move, you will be fully supported.
- You will have choices and help throughout the process.

9. Anti Social Behaviour (ASB) Improvements

Goal: Improve how ASB cases are recorded, monitored and resolved.

- We are reviewing how ASB cases are recorded.
- We are creating a new way of measuring ASB outcomes.
- Regular reports will help identify trends.

What this means for you

- ASB will be tackled more quickly and consistently.
- Data will help stop repeated problems.

10. Better Communication for Digitally Excluded Tenants

Goal: Make sure tenants who do not use the internet don't miss information.

- Every tenant will receive a printed Annual Report in March.
- From next year, tenants who choose post only will get a printed newsletter every 3 months.
- We are reviewing how often we contact tenants and how.

What this means for you

- If you prefer letters, you won't miss out.
- Information will be more regular and easier to follow.

In Summary

We are:

- ✓ **Checking homes to make sure they are safe**
- ✓ **Improving communication**
- ✓ **Tackling stigma**
- ✓ **Strengthening tenant involvement**
- ✓ **Supporting tenants who need to move**
- ✓ **Improving how we handle ASB and complaints**
- ✓ **Making sure all tenants can access information**

These changes aim to make your experience as a tenant safer, clearer, and more respectful.

