



NYC LANDLORD SERVICES ANNUAL REPORT 2025/26

June 2026

OFFICIAL

Contents Page

1. Executive Summary
2. Annual Performance Summary
3. Annual Complaints Handling and Service Improvement Report
4. Tenant Impact Report
5. Tenant Satisfaction Deep Dive

Appendix A – Self Assessment of Compliance Against the Complaint Handling Code

Appendix B – Acuity TSM Annual Report 2026/26

Executive Summary

This year marks a continued period of transition and consolidation for Landlord Services within North Yorkshire Council, following the establishment of the new unitary authority. The service has remained focused on delivering safe, compliant, and high-quality homes while embedding consistent standards across a diverse housing portfolio. Despite some systemic challenges and increased regulatory expectations, solid progress has been made in improving service performance, strengthening compliance assurance, and enhancing the tenant experience.

Service Performance

Landlord Services has improved performance across core operational areas. Statutory compliance remains a top priority, with high levels of adherence across gas safety, electrical testing, fire risk assessments, and water hygiene. Assurance processes have been strengthened to meet the requirements of the Social Housing (Regulation) Act and enhanced scrutiny from the Regulator of Social Housing.

Over 4000 stock condition surveys have been completed as we seek to build up an evidence based understanding of the quality of our stock.

Rent collection has remained resilient, supported by proactive income management.

Tenant Experience and Engagement

Improving tenant satisfaction and trust has been central to service delivery. The Council has made progress in strengthening engagement, increasing visibility of services, and responding more effectively to feedback and complaints.

Tenant engagement has been enhanced through consultation activities, tenant panels, and opportunities to influence service design. Work is ongoing to ensure North Yorkshire Council meets and exceeds the new Tenant Satisfaction Measures (TSMs), with improved data collection and reporting now in place.

Some digital services have expanded, enabling tenants to access services such as repairs reporting more easily online, while maintaining support for residents who require face-to-face or telephone assistance.

Asset Management and Sustainability

The Council continues to take a strategic approach to asset management, aligning investment with long-term priorities for safety, quality, and sustainability. Stock condition data is being collected to support evidence-based planning and investment decisions.

Significant progress has been made in improving energy efficiency, with programmes focused on insulation, heating upgrades, and reducing carbon emissions. This supports both the Council's climate ambitions and the need to reduce fuel costs for tenants.

Key Challenges

The operating environment remains challenging. Inflationary pressures have driven up the cost of repairs and capital works, while demand for services has increased across tenancy management and maintenance. The legacy of different service models from former district and borough councils continues to present challenges in achieving full consistency.

Workforce capacity and contractor availability have also impacted performance in some areas, although mitigation measures are in place, including improved commissioning and contract management approaches.

Transformation and Integration

A major focus this year has been the further integration and transformation of services following local government reorganisation. Progress has been made in harmonising policies, processes, and systems, although further work is required to fully standardise service delivery across North Yorkshire.

Investment in digital systems and data quality will improve service efficiency, performance monitoring, and regulatory reporting. A culture of continuous improvement is being embedded, with teams working collaboratively to identify and implement changes.

Looking Ahead

Priorities for the coming year include:

- Delivering consistent, high-quality services across all areas of North Yorkshire
- Strengthening compliance assurance and preparedness for regulatory inspection
- Improving repairs performance and customer satisfaction
- Accelerating investment in homes, including energy efficiency improvements
- Embedding Tenant Satisfaction Measures and strengthening tenant voice
- Continuing service integration and transformation to drive efficiency and value

North Yorkshire Council is well placed to build on its progress, with a clear commitment to providing safe, sustainable homes and delivering services that meet the needs and expectations of its tenants across the county.