



the Community Edit

Summer 2026

for WHBC tenants and leaseholders

We're looking forward to a busy summer meeting you at our Community Catch-up events across the borough.

These are a great opportunity to speak to council staff, give feedback or find out about local services in the area. Thank you to everyone who has attended so far.

Community Catch-ups, supported by our contractors Morgan Sindall and Equans are planned for:

- 5 August at Crop Common, Hatfield, 11am-1.30pm
- 16 September at Drovers Way, Hatfield, 1.30-4pm
- 14 October at Wheatley Road, WGC 1.30-4pm

***These events are weather dependent and subject to change**

The results of our latest Tenant Satisfaction Measures Survey can be found on page 2 and we're pleased to see that satisfaction with our housing services is continuing to improve. You can also learn how we've used your feedback to make improvements to our services.



The Residents Panel update you on their activities on page 3 and there's the results of the consultation held earlier this year on the introduction of an Estates Service Standard and a new communal cleaning service.

And on the back page, there's important fire safety information for those of you that live in or own a flat in one of our blocks.

Update on housing repairs service

The council is sourcing new repairs contractors to manage our responsive repairs service from **October 2027**, as the current contract is due to end in September 2027.

We want to reassure residents that we will continue to work closely with Morgan Sindall to deliver a high-quality repairs service with them until the new contractors are in place.

We will keep tenants and leaseholders updated as things progress. Leaseholders will be sent the required Section 20 notice in due course.

Please continue to report repairs to us as normal on **0800 111 4484** or at **housingmaintenance@welhat.gov.uk**.



**WELWYN
HATFIELD**

Tenant Satisfaction Measures Survey results

We've been listening to your feedback and working hard to improve our housing services, so we're delighted that our annual Tenant Satisfaction Measures Survey shows your overall satisfaction has increased again this year to 67%.



The Tenant Satisfaction Measures were introduced by the Regulator of Social Housing to show how all social housing providers in England are performing.

Satisfaction with WHBC's housing services has increased in almost all areas.

Our biggest increases were:

- Making a positive contribution to the neighbourhood - up 4 %
- Providing a home that is safe - up 3 %
- Handling of Anti-Social Behaviour - up 3 %

We want to do even better.

Information on our performance and how your feedback has helped influence housing services can be found on the **Tenant Hub** pages on our website

welhat.gov.uk/tenant-hub.

Survey results

Overall Satisfaction with housing services 67% 	Satisfaction with repairs 70% 	Satisfaction with time taken to complete the most recent repair 67% 
Satisfaction the home is well maintained 69%	Satisfaction that the home is safe 80% 	Satisfaction WHBC listens to tenant views and acts on them 60%
Satisfaction WHBC keeps tenants informed about things that matter to them 75% 	Agreement WHBC treats tenants fairly and with respect 76%	Satisfaction with WHBC's approach to complaint handling 24% 
Satisfaction WHBC keeps communal areas clean and well maintained 57%	Satisfaction WHBC makes a positive contribution to the neighbourhood 67% 	Satisfaction with WHBC's approach to handling anti-social behaviour 60% 

You said, We listened...

We've worked with tenants and leaseholders to make changes to the way we deliver our services.

Complaints: The TSM survey results showed you are not happy with how we handle complaints. The Residents Panel have come up with some recommendations to improve our communication. These will make sure our replies are

- easier to understand
- better take the resident's circumstances into account
- are clearer about what we will do to put things right.

Temporary moves: We had complaints about personal belongings getting lost or damaged during the process, so

we introduced a new inventory with photos to better record what's being moved.

The Resident Involvement pages on our website have more examples of how your feedback has influenced services **welhat.gov.uk/council-social-housing/resident-involvement**.

Residents Panel update

We've got so much to let you know about! We have already been out and about meeting residents at Community Catch-up events and look forward to seeing more of you at further ones this year.



We will also be at community events across the borough such as the Community Fair in Hatfield in July.

We have been working hard alongside the council to make the voice of tenants and leaseholders heard. Recently we were involved in the survey regarding communal cleaning and the Housing Estate Service Standard policy. We will be involved in shaping that policy going forward, as well as in the bid process for the communal cleaning service, to make sure it is tenant and leaseholder focused.

We recently sent a survey out to the Virtual Panel to find out what they knew about us. The results were useful. All respondents were aware of the Residents Panel and, importantly, a high proportion knew of our 'Approved' logo (see top right). This shows when the Panel has been involved in a policy, document or process.

The results were mixed when it came to the Virtual Panel being aware of projects we have worked on. But increasing awareness of this is something that we will be working hard on with the council. We want to make sure that not only the Virtual Panel know what we have been doing but also you!

We have welcomed some new members to the Residents Panel and really look forward to working with them. If you would like to get involved, you can follow our Facebook page (scan the QR code) or email residentinvolvement@welhat.gov.uk or anthony.whrp@gmail.com



Anthony Goodwin
Chair Welwyn Hatfield Residents Panel

Improving Communal Areas

As part of our commitment to improve how we manage communal areas in our housing blocks, we asked tenants and leaseholders living in flats or maisonettes for their views on the introduction of an Estates Service Standard Policy and a communal cleaning service.

We had 515 responses (13.9% of those asked) about the Housing Estates Service Standard.

67%

agreed the standard will help improve the cleanliness, safety and appearance of their estate

84%

understood the commitments set out in the standard.

79%

agreed the standard is clear about what the council will do and what residents are expected to do.

We had 417 responses (14.2% of those asked) about a communal cleaning service.

49%

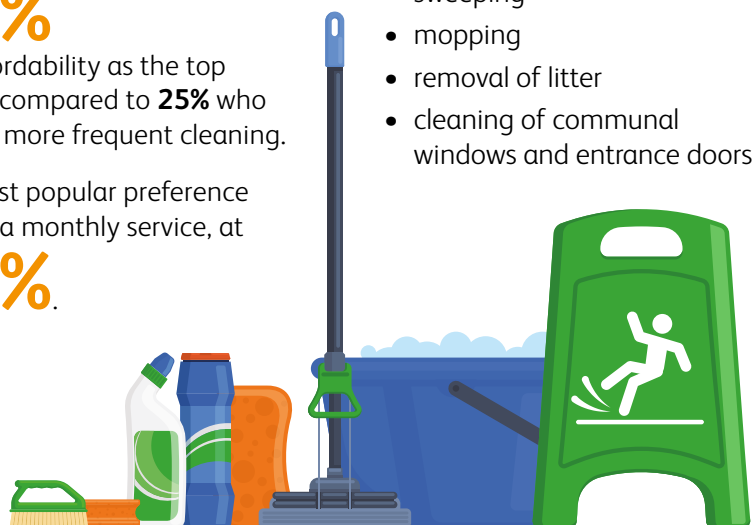
put affordability as the top priority compared to **25%** who wanted more frequent cleaning.

The most popular preference was for a monthly service, at

42%.

The top requests for inclusion in a communal cleaning contract were:

- sweeping
- mopping
- removal of litter
- cleaning of communal windows and entrance doors.



More information about the consultation results can be found on our website www.welhat.gov.uk/communal-cleaning. We will provide updates in future Community Edits.

Fire Safety Information

A **Fire Action Notice** is displayed at the main entrance to your building. It explains what to do if there is a fire and how the building should be evacuated.

Our blocks have a **Stay Put Policy**. Each flat is built to slow the spread of fire for at least 30 minutes.

If there's a fire somewhere else in the building and your flat is not affected, you should usually stay in your flat unless the Fire Service tells you to leave.

If there's a fire in your flat, leave straight away, closing the door behind you. Use the fire exits to leave the building. When you're safe, call **999**.

Communal Areas

To keep escape routes safe, residents must keep communal areas, corridors, stairwells and exits clear of personal items, flammable materials and anything that could block the way.

Fire Doors

Fire doors help stop fire and smoke from spreading and protect escape routes.

Please check that:

- The door closes fully when you let go of it.
- The self-closing device works properly and has not been disconnected.
- There are no large gaps around the door.
- The smoke seals and strips are in place and not damaged.
- Any fire-rated glass is not broken and is in good condition.

We carry out regular checks but if you require confirmation that the entrance door to your flat meets fire safety standards, please contact us.

Reporting Fire Safety Concerns

Please report any concerns about fire safety as soon as possible. This could include:

- Damaged or faulty fire doors
- Blocked or obstructed escape routes
- Faulty or missing emergency lighting
- Defective or missing fire signage
- Storage of items in communal areas

Call: **0800 111 4484**

Email: **housingmaintenance@welhat.gov.uk**

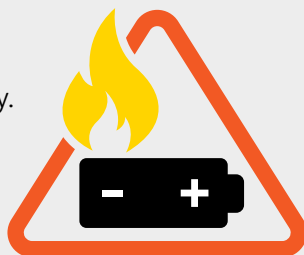
E-Bikes and Mobility Scooters

E-bikes, e-scooters and mobility scooters must be kept inside your flat or in a storage area that is approved for this purpose in the building's Fire Risk Assessment.

They must **not** be kept in communal areas, corridors, stairwells or other escape routes, because they can block the way out and increase the risk of fire.

Lithium-ion batteries can fail without warning and cause fires that spread quickly.

When charging batteries, follow the manufacturer's instructions and don't leave batteries charging unattended or overnight.



The Housing Ombudsman

The Housing Ombudsman can investigate complaints from tenants and leaseholders about landlord services. This includes things like property condition, repairs, estate management, charges and anti-social behaviour.

We hope we can sort out your problem, but if you have followed our complaints process and are still not happy, you can contact the Housing Ombudsman and ask them to look into it.

Social housing landlords must be members of the Housing Ombudsman scheme and cannot evict tenants for complaining about issues.

Complaints can help landlords put things right and improve services for all residents.

You can make a complaint to the Ombudsman using their online form or by phone. The Ombudsman is no longer accepting new case enquiries by email.

- **Online:** www.housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
- **Write:** The Housing Ombudsman Service
PO Box 1484, Unit D, Preston, PR2 0ET

Contact us

In an emergency
T: 0800 111 4484

To report a repair
T: 0800 111 4484
E: housingmaintenance@welhat.gov.uk

Neighbourhood Team
T: 01707 357796
E: neighbourhoods@welhat.gov.uk

Income Management Team
T: 01707 357088
E: housingincome@welhat.gov.uk

ASB & Tenancy Enforcement Team
Telephone: 01707 357000
Email: asb@welhat.gov.uk



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