

Tenant and Leaseholders Annual Report 2023-24



Oadby & Wigston
BOROUGH COUNCIL



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Welcome to our 2023-24 annual report for tenants and leaseholders.

We are pleased to be sharing with you this review of the year and how we have performed as your landlord. Your views on how well we have delivered services to you and the quality of your home are important to us, and over the past year we have heard how satisfied you are with the services we provide through the new tenant perception survey. Your feedback tells us what matters to you, and we remain dedicated to putting our tenants and leaseholders at the heart of everything we do.

The Council manages **1,182** properties within the borough. We are committed to providing safe good quality homes, and good quality landlord services to all our tenants and leaseholders. We will continue to work hard to ensure that our tenants and leaseholders live in safe and well-maintained neighbourhoods.

We hope you enjoy reading this report and like us are excited about seeing the future improvements to our landlord services.



Anne Court – Chief Executive



Cllr. Samia Haq – Leader of the Council

Tenant and Leaseholders Annual Report

This report will tell you what we have achieved and how we have performed in the five standards (four consumer standards and one economic standard) that have been set out by the Regulator of Social Housing that we as a housing provider must comply with. These five standards are:



- **Safety and Quality Standard**

How we provide safe, good quality homes for our tenants, along with good-quality landlord services



- **Transparency, Influence and Accountability Standard**

Requires us to be open with our tenants and treat them with fairness and respect so that you can access services, raise concerns, when necessary, influence decision making and hold us to account



- **Neighbourhood and Community Standard**

Requires us to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods, and feel safe in their homes



- **Tenancy Standard**

Sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed



- **Value for Money Standard**

How we spend our tenant's rent money

The report deals with the 12 months between 1 April 2023 and 31 March 2024. We hope that you find this report interesting and informative.

Council home information



Oadby & Wigston Borough Council provides landlord services to the residents of our **1,182** homes' Our housing stock consists of:

General Needs Housing



bedsit – 24



bedroom maisonette – 104



bedroom flat – 102



bedroom house – 345



bedroom flat – 149



bedroom house – 6



bedroom house – 110



bedroom house – 9



3-bedroom flat – 7

60+ or Sheltered Housing



bedsit – 20



bedroom flat – 33



bedroom flat – 80



bedroom bungalow – 60



bedroom bungalow – 133

The Council had acquired a property last year however there is a slight reduction in our stock profile due to some of our tenants taking advantage of the Right to Buy scheme.

Housing Options Service



Managing the waiting list

The demand for social housing continues to significantly outstrip supply, and homelessness continues to rise.

Last year **271** households joined the Housing Register, and as of March 2024 there were a total of **1013** households on the Housing Register. Out of these **1013** households:

- **428** require 1-bedroom accommodation
- **346** require 2-bedroom accommodation
- **168** require 3-bedroom accommodation
- **71** require 4-bedroom or larger accommodation.

Over the last year, **96** applicants on the Housing Register accepted an offer of accommodation within the borough through a combination of **54** Council and **42** Housing Association properties that became available. For each of these properties that were advertised we had on average 43 bids per property.

Voids



As part of the Tenancy Standard, we are required to minimise the time that properties are empty between each letting.

Properties are advertised at the earliest opportunity to enable us to start the allocation process without delay. In the last year **54** Council properties became available for re-letting. Below is a breakdown of the bedroom size of these 54 properties:

- **15** x 1 bed sheltered accommodation
- **5** x 2 bed sheltered accommodation
- **12** x 1-bedroom general needs accommodation
- **12** x 2-bedroom general needs accommodation
- **10** x 3-bedroom general needs accommodation.

Our average void time for all properties was **33** days. This is a 24% decrease from last year's average of **43** days.

The average cost to prepare a property for re-letting was approximately **£2,864** per property. This does not include major works to void properties.

The total rent loss through void properties was **£35,591**, which is an average of **£659** for each property.

Our Housing Options Manager's Experience of Working in her Role

"My name is Louise Taylor, and I am the Housing Options Manager at Oadby and Wigston Borough Council. One of my key roles is to manage the Council housing waiting list and this includes the reletting of properties when they become vacant. We work closely with housing applicants and with those who are made an offer of accommodation. We organise for them to view the property and sign up for the tenancy, we ensure all documents are ready for new tenants to sign up and that our income team have all the relevant information.

"One of my key focuses in 2023-24 was to help reduce the time that our vacant properties are empty. The void period is the time a property becomes empty to the time it is let to another person. It is important that we keep this period to a minimum as for everyday the property is empty, we lose the rental income, it is also a day that the incoming tenant has to wait before they get their new home. In the last year we have been able to reduce our average void time to 33 days and we aim to improve on this in the coming year."



Tenancy and Estates Service



Decent Neighbourhoods

We are committed to improving estates and neighbourhoods across the borough. We work with local residents, tenants, and councillors to create a better environment in our neighbourhoods for tenants, residents, and local communities. This includes encouraging children to litter pick in the areas they live.

Our caretakers work hard to maintain communal areas, provide support in maintaining back gardens and report any health & safety concerns you raise through our block inspections.

We are looking at our service level agreements with internal services and our contract management arrangements with our contractors to improve services. Over the coming year we will be circulating consultation documents with members of our Tenant and Leaseholder Forum.

We spent approximately **£134K** in 2023-24 in cleaning and maintaining communal areas & blocks. This cost was apportioned to salaries for the cleaning service, plus the cost of materials, cleaning equipment and specialist services.



Housing officers showed off some interesting headwear at the Boulter Crescent litter pick.

Fly Tipping

Over the last year we disposed of approximately **43** tonnes of fly tipping waste from our housing estates at an approximate cost of **£21,000**. This includes the disposal fees for the rubbish removed, and associated staffing & vehicle costs.

Please do not allow people to fly tip on your estates. If you have any information on fly tipping occurring in your area, please contact us at estates@oadby-wigston.gov.uk detailing 'fly tipping' in the title.

If you have any re-useable items to donate, please consider donating these to a local charity or contact us for further advice. You can arrange to have any broken or un-useable items to be collected by calling Customer Services on 0116 288 8961.

By recycling unwanted items, you will help contribute towards reducing environmental waste and improving our carbon footprint. Further information for all your unwanted items please visit the Recycle Now website at www.recyclenow.com



Tackling ASB



We continue to work hard to tackle anti-social behaviour (ASB) on our estates.

We have introduced 'the noise app', a noise monitoring tool that can be downloaded on any smart device. This will enable tenants with an active ASB case to record and submit evidence of noise recordings for review, which will assist us with

gathering evidence as part of our investigation. To find out more about 'the noise app' please visit www.thenoiseapp.com

We have also introduced a new ASB and Noise form to enable tenants to provide as much details about the issues at the point of first contact. This is available to complete on our website, or alternatively you can contact Customer Services who will be able to assist you with completing the form.

In the last year we have had **49** cases of ASB reported which is a 21% decrease from last year's figure of 62.

The following is a breakdown of the nature of the 49 cases of anti-social behaviour we dealt with:

- **12** – Abusive language behaviour
- **5** - Drugs related
- **20** - Noise nuisance
- **4** - Environmental nuisance
- **8** – Nuisance and harassment.

If you feel that a crime has been committed, we encourage you to report it to the police and obtain a reference number before reporting it to us as anti-social behaviour. We will ask you for this reference number when you complete the form.

We are not an emergency service so if you or someone else is at risk, you should always call the police. You can contact Leicestershire Police on 101 for non-emergencies and 999 in an emergency.

Rents



Your rent charges cover the cost of providing you with:

- a home
- a tenancy
- property management services
- performing any repairs that the property requires.

It is important that we collect all the rent that's owed so that we can continue to maintain your homes to a good standard, provide important services for those who are in need and to plan for future improvements.

We expected to collect a total amount of **£5,442,020** in 2023-24 for housing rent. We managed to collect a total amount of **£5,465,832**.

At the end of the year, we were managing a current tenant arrears balance of over **£232K**. In addition to a former tenant's arrears balance of over **£144K**.

Rent arrears can occur for a number of reasons. We work closely with tenants who fall into rent arrears and work towards finding a joint solution to clear the arrears as soon as possible. Rent arrears can often indicate that a tenant is needing help in other areas too.

We focus on reducing individual arrears with the long-term objective being to sustain tenancies. Actions can include:

- **Payment Plans** - These are regular, affordable payments agreed following discussions about income, affordability and duration of the payment plan
- **Early Intervention** - We will undertake home visits to have conversations with tenants falling into rent arrears at the earliest stages, so support can be provided quickly, and action taken to prevent arrears increasing
- **Direct Payments** - We can request for the housing element of Universal Credit to be paid directly to us. This can help to prevent a further increase in arrears.
- **Signposting for Financial Support** - We will ensure information is provided regarding a number of specialist services who can provide specific financial support and advice.

If a tenant doesn't pay their rent, then we will seek a legal remedy to recover the rent arrears.

Our Tenancy and Estate Manager's Experience of Working within her Role

'My name is Laura Wareham, and I am the Tenancy and Estate Manager at Oadby and Wigston Borough Council. One of my key roles is to oversee the management of our tenancies.

We work closely with tenants to ensure that they are managing their tenancy. Regular contact enables us to identify if there are any issues and we can provide support and guidance to help sustain tenants in their home, offering help, signposting or help with benefits.

One of my key focuses in 2023-2024 was to ensure that all new tenants received a home visit within 6 weeks of their tenancy starting. We also visit again at 6 months and 9 months to ensure that tenants are settling into their new home and to identify and concerns.

We continue to maintain regular visits with our tenants who have been identified as vulnerable. This is to ensure we are providing the appropriate advice and support to help them maintain their tenancy.'



Repairs & Maintenance Service



Responsive repairs

In total, we completed approximately **2,732** responsive repairs to our properties in the last 12 months. A responsive repair is any work required to something that is already present within or around the property, for example the replacement of a tap or a faulty lock.

Our target times to respond to repairs are:

- Emergency - to attend and make safe within four hours.
- Urgent – five working days.
- Routine – 25 working days.

Over the last year, we spent approximately:

- **£48K** on plumbing repairs.
- **£126K** on electrical repairs.
- **£42K** on miscellaneous repairs.
- **£76K** on joinery repairs

Improving your homes

The Council is committed to maintaining and improving our housing stock through planned maintenance and improvement programmes. We have a structured two-year planned programme for boiler upgrades.

Over the last 12 months we have upgraded:

101 boilers

at an average cost of **£2,277**

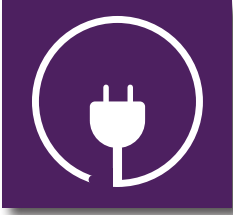


8 kitchens

at an average cost of **£7,662**



Building Safety

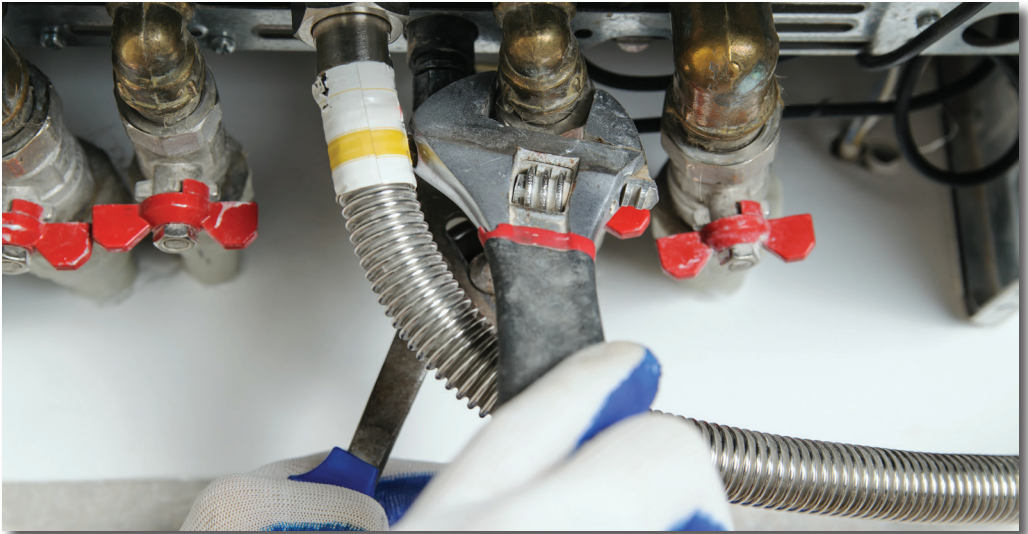


We have **1,071** properties with gas appliances, and we service all gas appliances within a 10 monthly cycle to ensure the safety of our gas installations. In addition to this, we also pay for a breakdown and repair service.

The annual spend on gas servicing, repairs and breakdown cover is approximately **£209K**, which is an average of **£195** per property.

We completed **530** electrical upgrades at a cost of approximately **£86K**, which is an average cost of **£162** per property.

We spent approximately **£1,755** on legionella control and **£17,745** on asbestos safety work and surveys.



Recharges

Our Recharge Policy sets out our approach to recharging tenants for any repairs or services that have been carried out to a Council property, garage, or communal area due to damage caused wilfully, through negligence or accidentally by a tenant, a member of their household or a visitor to their home.

Over the last year we identified **47** rechargeable repairs at an average cost of **£204** per repair.



Stock Condition Survey

A 'stock condition survey' is an inspection of the inside and outside of your home. These help us to assess the age and condition of each building element, so we can plan future improvements. We last completed a comprehensive survey in 2011 as part of the drive to meet 'Decent Home Standard'.

We had anticipated that we would undertake a full stock condition survey this year, however we were unable to do so. However we have now procured a contractor called Impart Links, who will carry out a full survey of our housing stock in 2024-25. They will look at things such as:

- **The roof**
- **Rainwater goods**
- **Walls, windows, doors**
- **Fences and paths**
- **Kitchen**
- **Bathroom**
- **Heating system**
- **Electrics and insulation.**

They will also inspect the general structure of the property (both internal and external) and any communal areas.

When the survey has been completed, we will put in place a 20–30-year stock improvement plan.

Our Property Services Manager's Experience of Working within his Role

"My name is Darren Bates, and I have been the Property Services Manager at Oadby and Wigston Borough Council since November 2023. I oversee the repairs, voids, and capital works programmes.

"I have been working on the procurement of contracts for services such as day to day repairs, property adaptations and building compliance work. This will help us deliver a more efficient and cost-effective service in the coming years whilst ensuring buildings and properties are safe to live in.

"We are also introducing a new asset management system to enable us to maintain and manage data and information relating to the condition of our properties. This in turn will help us improve our work programmes."



Social Housing Decarbonisation Fund (SHDF)

The SHDF scheme is a joint Council/Government funded programme designed to improve energy efficiency within the Council's housing stock. In short, the programme identifies properties in the housing stock that have an energy efficiency rating of D or below and what measures need to be taken to increase the energy efficiency within the home thereby raising the energy efficiency rating to C+.

Work commenced in February 2024 and to date 70 Council owned bungalows have benefited from improvements and upgrades which include;

- **53 solar photovoltaic technology (solar panels)**
- **15 ventilation enhancements**
- **32 loft insulation upgrades.**

It is expected that tenants will see a reduction in their energy costs and homes will be easier to heat and maintain the required level of heating for longer.

In the coming year it is expected a further 70 properties will benefit from similar property enhancements and upgrades.



Leaseholders



We currently have **81** leaseholders. Some of our leaseholders attended the Tenant and Leaseholder Forum in February 2024.

Each year our leaseholders pay a service charge to contribute towards repairs, upgrades cleaning & maintaining communal areas and grounds maintenance. These services charges are paid in arrears.

The average service charges to 80 leaseholders between 1st October 2022 to 30th September 2023 was **£468.93**. This cost includes:

- Grounds maintenance **£7,498.54**
- Insurance **£1,078.42**
- Management charge **£15,169.29**
- Caretaking and cleaning **£12,978.39**
- Ground rent **£790**.

The Council are responsible for keeping parts of leasehold properties in a good state of repair. This includes the structure of properties such as:

- Roofs, drains, gutters and pipes on the outside of the home
- Outside main entrance doors (but not the front doors of individual flats)
- Window frames and sills (not including glass).

Under the terms of the lease our leaseholders contribute to the cost of works required to the building. As part of this process, we discuss our plans with our leaseholders to allow them an opportunity to provide feedback and/or suggest a suitable contractor to undertake the work.

Over the last 12 months we have installed new door entry systems at Elizabeth Court, Boulter Crescent, and Bennett Way. The average cost to leaseholders for the new door entry systems was **£1,161.28**.

Aids and Adaptations



Housing adaptations play an important role in enabling our residents to remain in the comfort and safety of their own homes, by restoring or promoting independent living and helping tenants to use homes more effectively.

We received **29** recommendations for major adaptations to our properties. These recommendations were for 12 stairlifts, 1 automatic door/window opener, 14 bathroom alterations, 3 external works (including hard standings, concrete platforms), 1 alteration to heating. Out of these recommendations:

- **8** were completed at an average cost of **£4,720**
- **7** recommendations were cancelled by the tenant or unable to proceed with
- **14** recommendations are being assessed and considered.

The **8** completed major adaptations were for:

- **7** stairlifts at an average cost of **£4,930**
- **1** automatic door/window opener at a cost of **£3,249**.

One major adaptation completed was for a ground floor extension to provide extra space for special equipment and an accessible shower to accommodate a bathing trolley.

Over the coming year we hope to provide fully accessible accommodation for 2 families through the purchase and adaptation of a bungalow, and adaptation of a property within our stock. We intend to carry out adaptations to provide level access bathing facilities at our sheltered schemes.

We received **78** requests for minor adaptations, of which 66 were completed at an average cost of **£194 each**. These have included:

- Handrails
- Key safes.

If you require a minor adaptation such as a handrail or key safe, you can self-refer by contacting Leicestershire County Council Adult Social Care on 0116 305 0004.

Right to Buy



The Right to Buy scheme is available to secure tenants and allows tenants to buy their home at a discounted price.

In 2023/24, we received **17** right to buy applications, **3** of our tenants took advantage of the Right to Buy scheme and bought their homes. **14** tenants that applied opted not to proceed with their application. The average market value of these properties was **£205,000**, and our tenants received on average a discount of **£85,421**. From 1st April 2024 the

maximum discount available to our tenants through the Right to Buy scheme has increased to **£102,400.00**.

If you purchase your home, you will become responsible for any repairs and maintenance, insurance, and service charges (where applicable). You will have control of any improvements and upgrades to your home. More information can be found at www.gov.uk/right-to-buy-buying-your-council-home.



Tenant Feedback & Involvement



Complaints

We want to provide you with excellent landlord services however we know on occasions we do not get things right first time or you think we could have done things differently. We want to hear your views about our services, good or bad. What you tell us helps us to improve our services and plan for the future.

When you raise a complaint, we will ensure we respond to you within 10 working days.

For further information on making a compliment, comment or complaint please visit: www.oadby-wigston.gov.uk/feedback

Last year, we received **28** Stage 1 complaints, which referred to the following services:

Repairs & Maintenance Team: **15**

Housing Options Team: **5**

Tenancy & Estates Team: **8**.

Of these 28 Stage 1 complaints:

- **4** were found to be justified
- **21** were found not to be justified
- **3** were found to be partially justified.

We received **7** Stage 2 complaints, which referred to the following services:

Repairs & Maintenance Team: **3**

Housing Options Team: **1**

Tenancy & Estates Team: **3**.

Of these Stage 2 complaints:

- **1** was found to be justified
- **5** were found to not be justified
- **1** was found to be partially justified.

In addition to the above a further **14** complaints were received however these were resolved by contacting the tenant and offering an early resolution. Consequently, these complaints did not escalate to a formal Stage 1 complaint.

If tenants remain dissatisfied with the response to their Stage 2 complaint, they can approach the Housing Ombudsman Service. The Housing Ombudsman Service provides a free, independent, and impartial service to investigate complaints and resolve disputes involving the tenants and leaseholders of social landlords. For further information about the Housing Ombudsman Service please visit: www.housing-ombudsman.org.uk

If you have a question or complaint about building safety and you are unsatisfied with our response you can approach the Building Safety Regulator. The Building Safety Regulator wants residents to be safe where they live and to restore confidence in the safety and standards of all buildings. For further information about the Building Safety Regulator please visit: www.hse.gov.uk/building-safety/regulator.htm



Compliments

We welcome feedback in all forms, and we are happy to say that last year we received 44 compliments which referred to the following services:

- Repairs & Maintenance Team: **6**
- Housing Options Team: **12**
- Tenancy & Estates Team: **6**
- Overall Housing Service: **20**.

Some of the words our tenants described our services within these compliments were:

- Being fast and efficient
- Being incredibly helpful, and patient
- Being kind and caring
- Being understanding, and supportive.

Tenant Satisfaction Measures (TSMs)

Tenant Perception Survey

In April 2023, the Regulator of Social Housing introduced a new set of Tenant Satisfaction Measures (TSMs) which we are required to report on a yearly basis.

Last year we conducted our first tenant perception survey which captures majority of the TSMs we are required to report on. The purpose of the survey is for tenants to inform us of how well we are performing at providing good quality homes and housing services.

The tenant perception survey question wording and response options are set by the Regulator of Social Housing. The response options for questions are:

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied.

For the purposes of calculating satisfaction levels only the 'very satisfied' and 'fairly satisfied' responses are used.

The table below gives a summary of the satisfaction levels for the twelve TSMs captured through the tenant perception survey.

Ref	TSM	Satisfaction
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	79.7%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service	85.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most receive repair	80.4%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	79.4%

Ref	TSM	Satisfaction
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	72.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	75.8%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.2%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	38.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	54.1%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.5%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	60.3%

The table below provides a summary of the performance levels for the ten remaining TSMs captured within the Housing Service.

Ref	TSM	Performance
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	94.3%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes	41.4
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0
RP01	Proportion of homes that do not meet the Decent Homes Standard	12.6%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	67%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	90.5%
CH01 (1)	Number of stage one complaints received per 1,000 homes	23.6
CH01 (2)	Number of stage two complaints received per 1,000 homes	5.9
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	85.7%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	85.7%

We will use the feedback from the tenant perception survey and out performance against the housing management TSMs to help shape, develop and improve the services we provide in the upcoming year.

We are now undertaking the tenant perception survey for 2024-25. If you would like to take part in this survey, you can do so by visiting: www.oadby-wigston.gov.uk/consultations



Tenant and Leaseholder Forum

Our Tenant and Leaseholder Forum enables our tenants and leaseholders to proactively be involved in helping us improve our landlord services and ensure that we are shaping our services based on our what our tenants and leaseholders need.

We look to meet with members of the forum on a quarterly basis.

Some benefits of participating in the Tenant and Leaseholder forum are to:

- Inform us of what your needs and views are
- Highlight whether changes need to be made on how we deliver a service
- Obtain your views on any significant changes to a service, policy or if we have plans to a scheme which will affect your local community
- Provide you with feedback
- Participate in events we organise throughout the year within your local area to enable you to make you views known
- Participate in any relevant training that may be available.

If you would like to more information or are interested in joining the Tenant and Leaseholder forum, please email: tenantspanel@oadby-wigston.gov.uk

Tenant Email Subscription Service

Our email subscription service also has a tenant-specific topic that our tenants can sign up to. This allows us to get news and information to you quickly and effectively. You can sign up to email updates at: www.oadby-wigston.gov.uk/subscribe

Tenant Participation Advisory Service (Tpas)

We are pleased to announce that we have re-joined the Tenant Participation Advisory Service (Tpas) for 2024-25. You can register for a Tpas account and learn about the benefits for membership by visiting: www.oadby-wigston.gov.uk/tpasregister

Useful Contact Information

Customer Services

Tel: 0116 288 8961

Email: csc@oadby-wigston.gov.uk

Housing Options Service

Email: housingoptions@oadby-wigston.gov.uk

Repairs & Maintenance Service

Housing Repairs Out of Hours Emergency: 0800 083 96 95

Email: repairsadmin@oadby-wigston.gov.uk

Caretaking & Cleaning Team

Email: estates@oadby-wigston.gov.uk

Income Management Team

Email: income.team@oadby-wigston.gov.uk

Tenancy & Estate Management Team

Email: tenancy@oadby-wigston.gov.uk

For our Cost of Living Support please visit: www.oadby-wigston.gov.uk/costofliving

Proud members of



TENANT ENGAGEMENT EXPERTS

tpas
member 2023-2024