



Stockport Homes Group
One team, transforming lives

Annual Report 2025 - 2026

One Team, Transforming Lives.



www.stockporthomes.org



[/StockportHomes](https://www.youtube.com/StockportHomes)

I'm delighted to introduce this year's report as your new Chief Executive. I'd like to start by thanking all the customers who helped shape the information, design and content, your views have been central to how we tell our story this year.

We began the year with an independent review of our services, led by Deloitte and commissioned by Stockport Council. The findings were positive, confirming that Stockport Homes Group is performing well in a challenging sector and that our Arm's Length Management model continues to work effectively and demonstrates Value for Money.

The review also highlighted areas where we can work more closely with partners and improve efficiency, and we have been acting on these to strengthen our services further.

This has been reinforced by Stockport Council's housing services receiving the highest consumer C1 grading from the Regulator of Social Housing under its new inspection programme. Inspectors assessed the safety and quality of homes, repairs, complaints handling and resident engagement, and recognised the strong collaboration between the Council and Stockport Homes Group.

This provides important independent assurance that the regulatory consumer standards are being met. However, we know there is always more to do, and we will use this result as a base to keep on improving and listening to our

customers. We have numerous continuous improvement plans in place across many areas which demonstrate the learning organisation that we are.

Keeping customers safe remains our top priority. Over the past year, we have continued to invest in vital building safety work, strengthened our compliance, and ensured our homes meet high standards. This has included regular inspections, improvements to fire and structural safety, and clear communication so



customers feel safe, informed and supported in their homes.

Looking ahead, our new Corporate Plan and Delivery Plan set out how we will achieve our ambitions. Developed in partnership with Stockport Council, these plans focus on delivering high-quality services, improving performance, and making a positive difference in our communities. They also reflect our commitment to innovation, sustainability and creating lasting social impact.

We will never rest on our laurels. Continuing to listen to your feedback is our priority as we continue to navigate challenges and provide the best possible service for you. It's going to be a busy year ahead and I look forward to working together in our communities. I really hope you enjoy reading this report, and, as ever, feedback is always welcomed.



Carmel Chambers
Chief Executive



Contents

Introduction	2
	
Customers	6
	
Homes	15
	
How to get involved	22
	
Communities	26
	
More than a landlord	29
	
Working with partners	33
	
Transparency and Accountability	35
	

I would like to begin by recognising Helen McHale, our former Chief Executive, who retired in January 2026. It is difficult to put into words the magnitude of the impact Helen has had on SHG over 20 years of outstanding and inspiring leadership, and we are so grateful for the lasting contribution she has made to both us, and the wider housing sector.

I will be stepping down as Chair over the summer and handing over to my successor. I do so with confidence, knowing that SHG is in a strong position and well placed to continue making a positive difference for customers in the years ahead.

I would also like to thank our customers, who have generously given their time to help shape and improve our services during my time on the Board and more recently as Chair. Your input has been invaluable. My thanks also go to colleagues across SHG, whose ongoing commitment and teamwork continue to make a real difference every day.

S Partridge

Steve Partridge
Chair of the Board



Proud to be part of SHG



Proud to be part of SHG



Proud to be part of SHG





Thank you to all the customers who were involved in shaping the 2025/25 Annual Report:

127 customers
filled out our online
consultation

16 customers
attended our
in-person session

You asked us to:

- ✓ Show information on rent increases
- ✓ Show the targets for our Tenant Satisfaction Measures (TSM's) and performance
- ✓ Include more about our sheltered schemes
- ✓ Include case studies
- ✓ Share community information
- ✓ Show how many complaints went to the Housing Ombudsman
- ✓ Use clear and plain language
- ✓ Include a contents page
- ✓ Use a large print

Putting customers first

We put our customers at the heart of what we do. We listen carefully to feedback and use it, along with what our data tells us, to keep improving and shaping our services to meet different needs.



2,037

surveys were sent to customers including TSM's and repairs satisfaction.



44

consultations with customers were completed including The Communications Guide Survey.



10,339

responses received through our online customer engagement portal.



97,414

text messages went out via CX Feedback. This includes both surveys and push messages.





In 2026/27 we will:

- ✓ Launch a new customer panel, made up of Customer Service Inspectors. This new panel gives even more opportunities for customers to review our services in detail and help drive improvements.
- ✓ Make sure as many customers from a variety of diverse backgrounds are involved in shaping our services.
- ✓ Expand engagement opportunities across communities.
- ✓ Get to know our customers even more, so we can provide tailored services to meet individual needs.

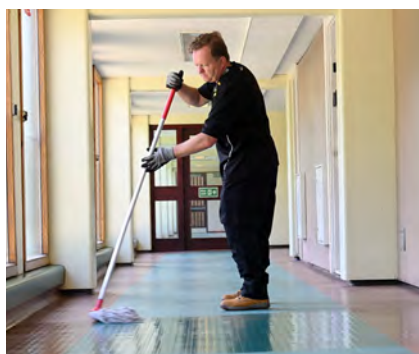
How we collect your feedback

We use a combination of methods to capture customer feedback, including online surveys, telephone surveys, text messages, in person, and through an independent survey company.

Customer satisfaction (TSMs)

In being kept
informed

87.1%



Treated fairly
and respectfully

90.0%

Complaints
satisfaction

44.9%



Communal areas
maintained

79.7%



Positive
neighbourhood
contribution

84.4%

ASB handling
satisfaction

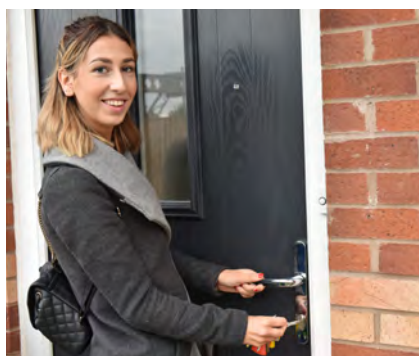
79.1%

Customer satisfaction (TSMs)

Overall
satisfaction
88.0%



Satisfaction
with repair times
82.5%



Landlord listens
and acts
83.7%



Satisfaction
with repairs
82.3%

Homes
safe
87.9%

Homes well
maintained
87.1%



You said, we did

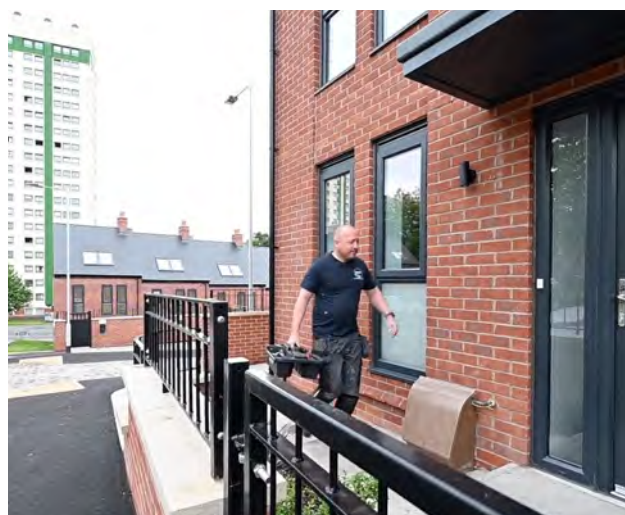
Your Priorities for Your Home, you told us the most important things are:

- ✓ Improve or replace kitchens & bathrooms.
- ✓ Invest in external works such as roofing.
- ✓ Makes homes more energy efficient (heating and windows).
- ✓ Make communal areas clean, attractive and well maintained.

Your feedback shaped our investment plans

Capital Investment Allocated 2026-2031

Investment Type	Description	Number of Homes	Value of Investment
Roof Replacement	Includes rainwater gutters, fascia and soffit boards, chimneys	308	£4.3m
External Doors	Includes front, rear, side, patio doors	999	£1.1m
Window Frames	Excludes secondary windows, e.g. sheds / outbuildings	1904	£8.7m
External Wall Finish	Wall render, brickwork mortar pointing	363	£1.5m
Kitchens	Kitchen replacement	3312	£18.2m
Bathrooms	Bathroom replacement	344	£1.7m
Heating	Boiler replacement, full radiator system replacement	3775	£9.3m



Learning from complaints

457

Stage 1
Complaints Received
compared to
458 in 2024/25

112

Stage 2
Complaints Received
compared to
112 in 2024/25

236

**Compliments
Received**
compared to
229 in 2024/25

18

Complaint Cases
were determined by the
Housing Ombudsman compared
to 9 cases in 2024/25

97.5%

Stage 1
complaints were responded to
within the required timescales set
by the Housing Ombudsman's
Complaint Handling Code.

TARGET: 100%

98.3%

Stage 2
complaints were responded to
within the required timescales set
by the Housing Ombudsman's
Complaint Handling Code.

TARGET: 100%

The top three themes for customer complaints for 25/26

- ✓ Repairs and Assets
(56.9% of all complaints)
- ✓ Safer Neighbourhoods
- ✓ Tenancy and Estate Services

The top three themes for customer compliments for 25/26

- ✓ Repairs
- ✓ Independent Living
- ✓ Carecall and Concierge





Learning and improving from complaints

At Stockport Homes we value all forms of customer feedback. We use the learning from complaints to drive improvements to the services we provide to our customers. Here are a few examples of improvements which have come about following customer feedback during 2025/26:

- ✔ Complaint responses have been redesigned and staff trained to ensure they are written in clear, plain language, helping customers better understand outcomes and next steps.
- ✔ We updated call handling scripts and delivered additional training to ensure customers are routinely asked about support needs and reasonable adjustments, helping us tailor our service more effectively.
- ✔ Training and toolbox talks have been introduced for contractors to ensure consistent standards, clearer communication, and appropriate behaviour when working in customers' homes.
- ✔ System changes have been made to ensure repair outcomes and inspection reports are recorded consistently, improving record-keeping and reducing the need for customers to repeat information.
- ✔ A staff checklist has been introduced for property visits helping customers feel more confident and secure when operatives attend their home.

Rent increases

Each year Stockport Council consults with customers on the proposed rent and service charge increase. For 2025/26 the rent increased by 2.7% compared to 7.7% in 2024/25.

We strive to keep rents and service charges as low as possible, but we also need to maintain service quality and continue improving homes. Inflation results in higher costs to provide services and maintain and improve homes.

Our priorities remain unchanged:

- ✓ Deliver essential services, like repairs and maintenance.
- ✓ Support our customers and communities.
- ✓ Invest in customers' homes to keep them safe and warm.
- ✓ Keep rents affordable.



Safeguarding

SHG has a clear commitment to supporting and working in partnership with the Stockport Safeguarding Children Partnership and the Stockport Safeguarding Adults Board and other partners to ensure the safeguarding of our customers.

In 2025/26

438

Safeguarding cases were created.

Compared to 317 cases in 2024/25

The three main types of primary Safeguarding concerns identified by staff are, Mental Health, Domestic Abuse and Self Neglect.

Housing instability remains a key driver of safeguarding related contact, including homelessness, threatened eviction, temporary accommodation, and overcrowding.

Case Study

A single mother was referred to our Housing Support team because she was struggling with rent arrears and the cost of living, including heating her home. At first, we were unable to make contact. When we did hear from her, she shared that she had previously been in an abusive relationship where her finances had been controlled.

Following a referral to the Multi-Agency Safeguarding Hub (MASSH), a MASSH officer successfully contacted the customer and provided appropriate support.

She then began working with our team, attended a meeting with housing colleagues, and received support to review her rent and improve her financial situation.

By the end of our involvement, she was safe, more financially stable, and no longer needed additional support.



Homes

Providing safe, sustainable homes

Building safety

Building safety remains one of our highest priorities. Over the past year, we have introduced additional safety measures in some high-rise buildings, including waking watch arrangements whilst the installation of fire alarms to certain blocks was being delivered, to supplement the existing sprinkler systems in each building. We have kept customers informed through clear and regular updates, explaining what we are doing and why. Our customer-led Building Safety Panel has played an important role in shaping this work, providing valuable feedback that has helped improve both building safety and how we communicate with residents.

While we are proud of the progress we have made, we know there is more to do. In particular, we recognise that our tracking and monitoring of safety-related jobs needs to improve. To address this, we have invested in new systems to strengthen oversight, improve performance and help ensure our homes remain safe. We will continue to keep customers updated with clear and timely information, so you can feel safe, confident and supported in your home.



Key safety performance

Our homes are more than just places to live, they're places where people build their lives and feel secure. That's why customer safety is our top priority. We work hard to ensure every home is safe, well maintained and meets the required standards, with health and safety at the heart of all improvements, adaptations and maintenance work. This helps give customers confidence and peace of mind that their home remains a safe place to live.

Electrical safety 99.95% compliant compared to 99.95% in 2024/25 TARGET: 100%	Gas safety 100% compliant compared to 100% in 2024/25 TARGET: 100%
Fire Risk Assessments 100% completed compared to 100% in 2024/25 TARGET: 100%	Asbestos checks 100% completed compared to 100% in 2024/25 TARGET: 100%
Legionella checks 100% completed compared to 90% in 2024/25 TARGET: 100%	Lift safety checks 100% completed compared to 97.14% in 2024/25 TARGET: 100%
Smoke/CO compliance 99.57% compared to 97.3% in 2024/25 TARGET: 100%	Homes not meeting Decent Homes Standard 0% compared to 0.05% in 2024/25 TARGET: 0%

Repairs and maintenance

Keeping homes safe, comfortable and well maintained is one of our top priorities. Throughout the year, Three Sixty (part of Stockport Homes Group) completed thousands of repairs and maintenance jobs, delivering excellent customer service and supporting customers to enjoy their homes with confidence.



**Emergency repairs
completed on time**

99.6%

compared to 98.61%
in 2024/25

TARGET: 99.80%

**Non-emergency repairs
completed on time**

92.2%

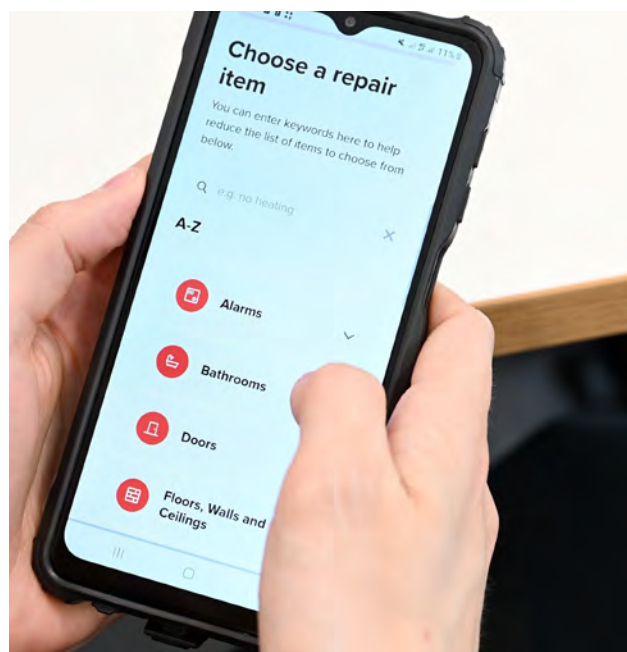
compared to 76.51%
in 2024/25

TARGET: 88%

Customer portal

In 2025/26, we introduced a new customer portal, giving customers who rent a home a simple and secure way to manage their account online. The portal can be used to report repairs, book appointments, make payments and keep details up to date.

The portal is already making a real difference, helping reduce missed or cancelled appointments and allowing our teams to support even more customers.



We invested £14.6 million through our Capital Programme to improve homes and communities.

This included upgrades to:

- ✓ Roofs
- ✓ Bathrooms
- ✓ Kitchens
- ✓ Heating systems
- ✓ Communal areas (re-decoration)



These improvements help make homes safer, more comfortable, and better places to live.

Awaab's law

In October 2025, Awaab's Law came into effect. This law means landlords must act quickly when damp and mould are reported and found to be a serious health risk.

- ✓ We provided training for frontline staff to help them recognise signs of damp and mould in customers' homes.
- ✓ We introduced a clear set of questions, developed by a specialist surveyor, to make sure every report gets the right response.
- ✓ We used technology to improve how we manage cases and keep accurate information.
- ✓ We updated our information on damp, mould and condensation so customers understand the new timeframes and their rights.

What this means for you

If you report damp or mould, we will respond more quickly, take your concerns seriously, and make sure the right action is taken to keep your home safe and healthy.

If you need to report damp in your home, report it here



Sheltered Schemes

Across the Borough we manage 10 schemes for over 55's, including an Extra Care scheme.

During 2025/26 we hosted 103 events, including coffee mornings, bingo, summer socials and Christmas crafts, these events help combat social isolation and support customers to live independently.



Adaptations

In 2025/26

We completed **216 adaptations** in customers properties, these ranged from:

- ✓ Level Access
- ✓ Showers
- ✓ Stairlifts
- ✓ Ramps
- ✓ Ceiling Track Hoist
- ✓ Other adaptations



“Really very pleased with the result. Having a walk-in shower has made my life a lot easier and the bathroom itself is very nice, love the tiles and everything else. What a good job the workers have done and a very big thank you for everything.”

Customer Compliment

Housing Options

Last year, we supported people to remain in their homes, prevent homelessness, and move to accommodation that better met their needs through a range of housing options and support services.

Mutual Exchanges

185

Average re-let time

15.6 days

Evictions with the tenant still living there

6

512

successful homelessness prevention cases out of a total of 872 prevention presentations

Customers supported to downsize

18

“Got help with moving to a one-bed bungalow from a 3-bed house; without the help of Stockport Homes, I wouldn’t have been able to afford the move. I feel so much better living in a bungalow.”

Rightsizing customer

Developing new homes – Viaduct Partnership

Since 2016, Viaduct Housing Partnership has brought in over **£49 million in government grants**, leading to the development of **more than 1,400 new homes**. The special partnership between Stockport Homes and Stockport Council has significantly boosted the supply of affordable housing in the Borough.



147

New homes
completed



91

New homes
for sale



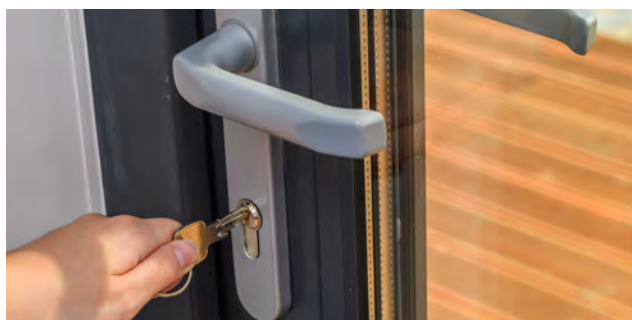
55

New homes
for social rent



1

New home for
Market Rent



Customer Voice - How you can get involved



The panel's role is vital, encompassing the monitoring of performance, learning from complaints, amplifying customer voices, commissioning scrutiny, influencing decisions, reviewing policies and risks to service delivery.

- ✓ Helped shape the Customer Communications Guide
- ✓ Gave feedback on SHG's approach to Damp, Mould and Condensation
- ✓ Gave feedback on the Lancashire Hill – Building Safety update
- ✓ Helped shaped the new Stockport Homes Delivery Plan

Customer Scrutiny Panel

Customer Scrutiny Panel, review and evaluate services provided by SHG, making recommendations for improvements. Anyone can get involved in scrutiny reviews, as long as you're a customer of SHG.

During 2025/26, they reviewed the Stockport Homes website

Key improvements include:

- ✓ Customers can now use a postcode search to quickly find their Neighbourhood Housing Officer, including their photo, name and contact details, along with clear information about their role and how they can help.
- ✓ We updated the buttons on the homepage to make the icons larger and clearer, with each link now shown as its own separate button to make navigation easier.
- ✓ We've made the search bar more prominent and added a 'Search here' prompt to make it clearer and easier for customers to find what they're looking for.



Building Safety Residents Panel

Building Safety Residents Panel is made up of customers living in high rise blocks across Stockport, to monitor safety information, customer feedback and identify any themes or issues for action.

Key achievements:

- ✓ Helped shape customer communications, ensuring important fire safety information was clear, accessible and easy to understand.
- ✓ Influenced improvements to the way fire safety data is reviewed, including detailed analysis of Greater Manchester Fire and Rescue Service call-outs by area and building to identify trends and areas for action.
- ✓ Reviewed and helped shape the Resident Engagement Strategy and suggested the introduction of a one-page resident summary to make key building safety information easier for customers to access and understand.

Community Fund

Community Fund Panel is a small group of customers and community members, that make decisions on how the SKYlight Community Fund is spent. The panel meet three to four times a year to review and make decisions on applications to the fund.

Key achievements:

29

successful applications, supporting mental health, digital inclusion, young carers and disability inclusion.

£50,000

total funded

£1,722

average award



Complaints Advisory Panel

The Complaints Advisory Panel play a key role in reviewing closed customer complaints, helping to improve Stockport Homes' complaints process, and ensuring that outcomes to complaints are fair and reasonable.



Key improvements include:

- ✓ The panel highlighted the importance of understanding customers' preferred method of communication throughout the complaints process. In response, complaint letters were updated to ask customers how they would like to be contacted.
- ✓ The panel supported improvements to help vulnerable customers access the Housing Ombudsman service when needed.
- ✓ Customer feedback peer reviews were introduced, with complex complaints being shared across the Customer Feedback team to identify lessons learned and drive service improvements.

Green Inspectors

A Green Inspector is a volunteer responsible for carrying out checks on our green spaces when visited by our contractor.

Key achievements:

- ✓ Green Inspectors carried out regular checks of our green spaces to monitor the quality of grounds maintenance services.
- ✓ Their feedback helped ensure contractor performance met the agreed service standards and highlighted any areas for improvement.



Rainbow Roofs

Rainbow Roofs supports LGBT+ customers in the North West in partnership with HouseProud. Meeting once a month, focusing on raising the voices of LGBT+ customers and issues impacting them.

Key achievements:

- ✓ Attended Pride events across Greater Manchester, helping to raise awareness of Rainbow Roofs and HouseProud and promote LGBT+ inclusion in social housing.
- ✓ Celebrated Rainbow Roofs Co-Chair and Stockport Homes customer, Ged McLoughlin, being named Tenant of the Year at the Housing Heroes Awards, recognising their advocacy for LGBTQ+ customers and contributions to equality and inclusion across the housing sector.
- ✓ Took part in online and in-person coffee mornings with social housing tenants, sharing experiences, building connections and learning from best practice across the sector.



Supporting neighbourhoods

You said, we did – Security patrol consultation

Last year, we ran a four-week consultation inviting customers to share their views on introducing a new out-of-hours security patrols service and its associated charge of up to £3 per week.



2,175

letters sent



422

responses



51%

in favour



48%

against

As responses were not representative, the proposal was not implemented.

Neighbourhood performance



**ASB
satisfaction**



**Estate inspections
rated good or
above**



**ASB
cases per
1,000 homes**



**Hate-related
ASB cases per
1,000 homes**

2024/25

85.82%

2024/25

99.48%

2024/25

106.5

2024/25

3

2025/26

82.6%

2025/26

98.19%

2025/26

106.3

2025/26

3.24

Case Study

A Stockport Homes customer had been dealing with ongoing issues from a neighbour, including noise, abusive behaviour and drug-related activity, which had a serious impact on their wellbeing and the wider community.

With support from the Safer Neighbourhoods Team, action was taken and the property was successfully closed through the courts.

The customer said:

“The Safer Neighbourhoods Team at Stockport Homes Group dealt with my case professionally and I’m relieved that they finally got a result for us. The Team have been a tower of strength. They’ve supported me and I’m grateful for all their help.”



Funding and community support



102
groups
supported



£1,146,457
secured in funding for
various groups across
the Borough.



£50,000
distributed through
SKylight Community Fund

Case study: Seeding the Change

Seeding the Change is led by a registered mental health nurse and a general practitioner (GP) with the goal of supporting social prescribing. With 20% of a GP's time dedicated to addressing social issues like loneliness and isolation, this initiative aims to help Stockport residents manage anxiety and depression while building self-esteem, interpersonal skills, and motivation.

Among their offerings are weekly gardening sessions that provide a space to learn and share gardening skills.

The Skylight Community Fund awarded £2,000 to Seeding the Change, which was used to purchase a polytunnel, a wood chip tree station, wood for staging and raised beds, and pond materials. The polytunnel has enabled the program to continue throughout the winter and has been utilized for various other activities, including wreath-making, floristry sessions, art sessions, lunches, games, and growing fruits, vegetables, and flowers.



Carecall and technology-enabled care

We partnered with GMCA to introduce Smart Care Technology in 90 homes, which enables people to remain independent in their homes for longer,

This includes

- ✓ Digital upgrades in sheltered schemes.
- ✓ Smart monitoring for health and safety.
- ✓ Support for independent living in Brinnington.



In 2025/26, Carecall:



943

New customers welcomed



7,442

Emergency home visits attended



96,667

Telephone calls received

Find out more here



98.24%

(94,965 calls)
answered within
60 seconds



99.82%

(96,490 calls)
answered within
180 seconds

Money Advice

Money worries can affect anyone. Our Money Advice team provides free, confidential and impartial support to help customers maximise their income, access benefits and manage financial changes or unexpected pressures. We work with customers in the way that suits them best, including by phone, online, in our offices or through home visits, helping them improve their financial wellbeing, sustain their tenancy and stay secure in their home.

During 2025/26

2,832

households received support from our Money Advice Team

£10.1m

secured in additional income for customers through benefits, grants and other financial support.

1,429

customers supported through major life and income changes

999

face-to-face appointments and home visits delivered, alongside hundreds more telephone appointments

111

customers supported to successfully challenge benefit decisions

£984,203

secured by helping older customers access pensions and benefits they might otherwise have missed

Energy Advice

We completed the following work to improve heating and hot water services for customers across our homes:

✔ **Mottram Street improvements**

At Mottram Street, we upgraded equipment and controls to give more consistent heating and improve comfort, while reducing running costs.

✔ **Solar panels**

2026 marks 20 years of installing solar panels on our homes. We've fitted nearly 2,000 systems so far, helping cut carbon and save money on energy.

✔ **Heating upgrades**

We improved heating systems across our buildings to make them more reliable, efficient and cheaper to run. We can now monitor performance in real time, helping us fix issues faster and keep things running smoothly.

During 2025/26 the Energy Advice team responded to a
1,000 energy related queries

Beacon Counselling

Beacon Counselling offers free counselling to Stockport Homes customers.

1,000 customers
were referred to the counselling service in 2025/26

Support includes:

- ✓ Coming to terms with a relationship breakdown or losing someone important to you.
- ✓ Worries about cost of living, redundancy or stress in work.
- ✓ Dealing with feelings of anxiety or sadness and help to resolve complicated feelings or find ways to live with them.
- ✓ Supporting you to feel happier with who you, to make sense of things and understand yourself better.
- ✓ Improving relationships by working out better ways to communicate.
- ✓ Dealing with changes in people's lives, like having children or living with a long-term illness.
- ✓ Dealing with recent or past trauma.

If you need support go to:

www.stockporthomes.org/counselling-service/

Your Local Pantry

Your Local Pantry (YLP) is a network of community food stores set up to help reduce grocery costs for Stockport residents who are struggling financially.

Pantry members pay a weekly membership fee of £5.50, which entitles them to a weekly shop of up to ten items, with a saving of over £780 on their food bill each year.

7,558
pantry visits were
made by members
during the year

£45,174
of social value from 3,197
volunteering hours.



Furniture Recycling Project

The project collects good quality donated furniture and recycles it to help households experiencing furniture poverty.

During 2025/26



Furniture was
donated by
578
households and
192 void properties



Furniture was
delivered to
578
households
in need



74.44
tonnes
was diverted
from landfill

“Helped me get back on my feet after starting
with nothing, very helpful.”

Customer of the Furniture Recycling Project

Manbassadors

The Manbassadors Project aims to engage men of all ages, with a particular focus on those experiencing or at risk of poor mental wellbeing.

23
men accessed
direct support

Over 100
men engaged through
activities, events or
regular sessions



Apprenticeships

Stockport Homes Group (SHG) continues to undertake significant work to expand and strengthen its comprehensive apprenticeship programme. Previously focused on entry-level opportunities, this has now broadened to include higher-level positions, reflecting the continued growth of apprenticeship qualifications. These programmes now span a wide range of levels, from Level 2 (GCSE equivalent) through to Level 7 (Master's Degree).

During the last 12 months, 50 colleagues have undertaken an apprenticeship programme covering a wide range of service delivery areas which include:

- ✔ Customer Finance
- ✔ Carecall & Concierge
- ✔ Repairs and Maintenance
- ✔ Customer Services
- ✔ Anti-Social Behaviour
- ✔ Employment Support
- ✔ Housing services
- ✔ Independent Living
- ✔ Temporary Accommodation



Working with partners

Alongside listening to our customers, we work closely with key partners, including local Councillors, to make sure we are supporting communities and meeting local needs.

Key activity includes:

- ✓ 220 Estate walkabouts
- ✓ 20 Resident forums across the Borough
- ✓ 16 updates were taken to Area Committee across the Borough

We are also proud to be part of a number of partnerships across Stockport including Live Well, which aims to create happy and healthy lives for everyone living in Stockport, as well as the Stockport Safer Partnership which aims to keep our communities safe.



STOCKPORT
LIVE WELL

Case Study

An individual came to Starting Point looking for support with digital skills and access to a laptop, with cost being a real barrier. Through Community Computers, they were able to receive a refurbished laptop and began attending sessions at York Street to build their confidence in using it for everyday tasks.

With this support, they were also able to resolve an issue with a Free School Meals application, ensuring their child received the support they needed.

This is a great example of how we're helping people gain confidence, build independence, and improve their wellbeing, in line with the aims of Stockport Live Well.

Charity of choice

Our partnership with The Wellspring came to a close in March 2026, following two successful years as our Charity of Choice. During this time, colleagues showed incredible generosity and teamwork, raising an amazing £43,125. to support people in Stockport who are experiencing, or at risk of, homelessness.

We are hugely proud of what was achieved together and grateful to everyone who contributed to making such a positive difference, in the following ways:

- ✓ 50+ SHG runners raising nearly £4,000
- ✓ £1,600 raised through the annual Sleep Out
- ✓ £10,000 raised through the Great Wall of China Challenge
- ✓ Hundreds of custard tins donated across SHG
- ✓ £1,100+ raised on the Camino de Santiago



These efforts helped The Wellspring deliver vital support, including meals, clothing, healthcare and advice to those who need it most.

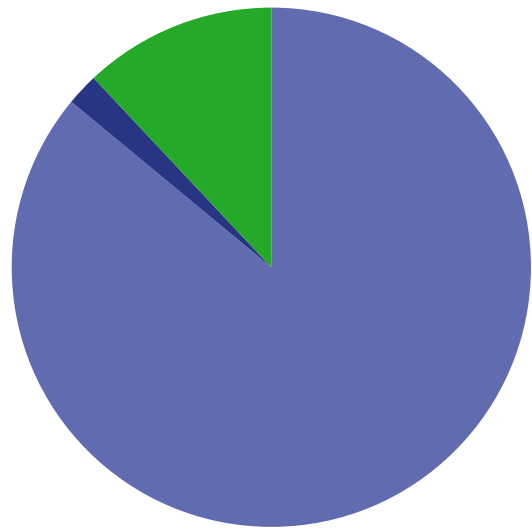
In February 2026, we were proud to announce our new Charity of Choice: the Milly-Rose Stirrup Foundation who fundraise to provide a personalised approach to the care of families who have lost a child.



Transparency and Accountability

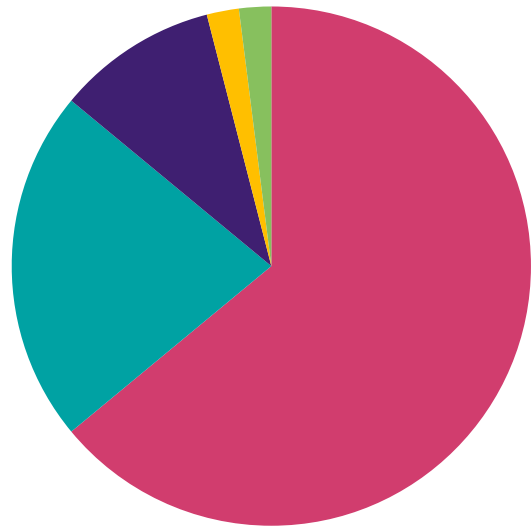
Where each £1 comes from that is spent on services

- 84p Rents
- 2p Income from collecting water on behalf of United Utilities
- 14p Service charge and other income



What each £1 is spent on

- 63p Day to day repairs and management
- 22p Major repairs
- 10p Interest and Principal Debt Repayments
- 2p Water Rates paid to United Utilities
- 2p Money kept for future investment



Looking ahead

We are committed to working together with Stockport Council, meeting high standards and making sure our services are safe, reliable and well run for our customers.

We are also investing in our people, building the right skills, knowledge and behaviours so our teams can deliver a consistent, high-quality service. This includes meeting new standards that set clear expectations for how we work and support our customers.

Just as importantly, we will continue to involve customers in shaping and improving our services, so they reflect what matters most and meet real needs.

We will continue to focus on improving our services and the outcomes we achieve, so customers receive the right support and have a positive experience every time they interact with us.



If you would like to get involved in helping us improve and shape our services in the future, scan the QR code or email **customer.engagement@stockporthomes.org**



www.stockporthomes.org



[/StockportHomes](https://www.youtube.com/StockportHomes)