



HOUSING ANNUAL REPORT 2024-2025

What we've achieved in the past year
and a glimpse of what's ahead.



www.rotherham.gov.uk/housing



WELCOME TO THE HOUSING ANNUAL REPORT FOR 2024/25

I'm delighted to introduce this year's Housing Annual Report for the first time as the new Cabinet Member for Housing.

The report reflects on our work and performance from April 2024 to March 2025 and highlights the progress we've made together with our tenants, staff, and community. Over the past year, we've continued to improve homes, strengthen communities, and support residents.

In the past you have told us to focus on providing safe, warm, and high-quality homes. This year, we've delivered 156 new affordable homes, invested over £29 million in property improvements, and celebrated the delivery of our 650th new home since 2018. We also investigated more than 4,000 cases of damp and mould, referring the most serious to specialists and installing over 3,400 fans to help prevent future issues. Our Compliance Team has helped us ensure we meet our responsibilities as a landlord, and we've continued to maintain 100% completion rates for key safety checks.

We know the rising cost of living is a challenge for many of our tenants. That's why we've assisted over 3,400 residents with tenancy advice, benefits assistance, and employment support to ensure individuals get the help they need. We've also helped prevent 46 tenants from being evicted and secured over £600,000 in welfare benefits for tenants.

Your voice matters to us. 150 tenants have taken part in tenant groups and provided the valuable feedback we need to make real improvements to our services. Many of you also helped organise 53 community events, attended by over 1,000 residents. We're also really pleased to see so many areas of tenant satisfaction improving and we'll keep listening and acting on your feedback to make our services better.

Inside this report, you'll find statistics, updates and stories from across our housing services and a glimpse of what's ahead. We appreciate the time tenants dedicate to shaping our housing services. See page 10 to 13 for more information about how you can get involved. We hope you enjoy reading the report.

Councillor Linda Beresford, Cabinet Member for Housing

78.2%

are satisfied with the overall service we provide. (Last year 76.9%).

81%

are satisfied that their homes are safe. (Last year 81.1%).

77.7%

are satisfied that their homes are well-maintained. (Last year 77.6%).



Welcome to the 2024/25 Housing Annual Report. I'm Chair of the Housing Involvement Panel and I am a Trustee of Rotherfed.

Parts of this report have been put together by tenants – we've got to work together and play our part.

I've had a positive experience engaging with housing teams at the Council. If there are challenges, there are opportunities to find solutions, but to solve them, you need to speak up. Tenants get involved to shape things; it's up to a tenant to help make changes. With our help, improvements can happen. If you come along, you will also join residents from across our areas and meet new or possibly old friends. Please get involved and help us.

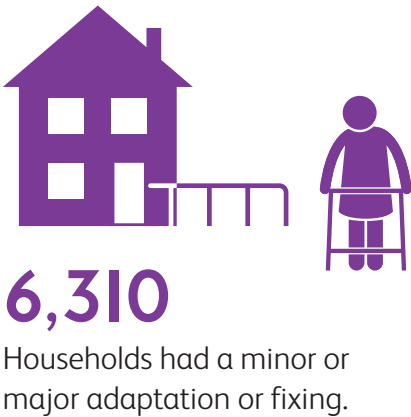
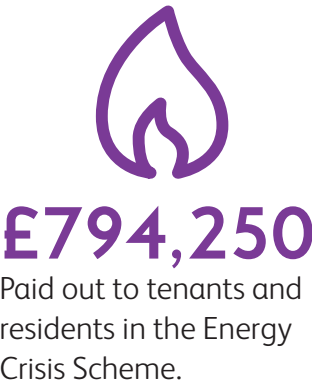
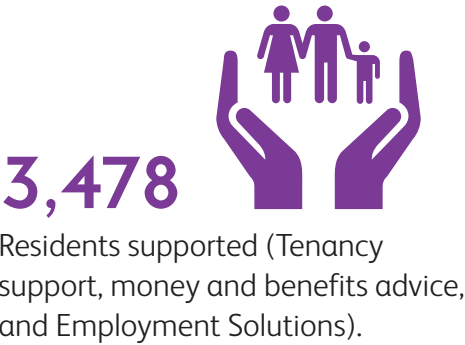
Thank you for taking the time to read this report, it means a lot to tenants to have our views shared.

Stella, Housing Involvement Panel Chair

OUR ACHIEVEMENTS

SNAPSHOT OF THE YEAR 2024-2025

What we've achieved over the past 12 months:



HOW WE USE WHAT WE KNOW ABOUT YOU

We're committed to providing services that reflect your individual needs, including health, disability, age, pregnancy, finances, and life events, and we're working to make sure these are considered in our services. For example, we understand that a tenant with mobility or hearing difficulties may need more time to answer the door.

To help us do this, we collect information when you join the housing register, sign your tenancy, or have a Tenancy Health Check. If anything changes, please call 01709 336009 or update your details on Housing Online.

SOME INFORMATION ABOUT OUR TENANTS



OUR COMMITMENT TO BUILDING AND TENANT SAFETY

During the past 12 months, we have demonstrated our commitment to ensuring all tenant homes are safe. In 2024, we formed a Compliance Team dedicated to this. Their work has ensured all processes are in place to meet building and fire safety obligations. We track and audit all safety actions to maintain high standards.



OUR ZERO-TOLERANCE APPROACH TO DAMP AND MOULD

Rotherham Council takes a zero tolerance, proactive approach to damp, mould and condensation within Council-owned properties, and supports other landlords in the borough to do the same. When damp and mould is reported or noticed by a member of staff during a visit, our repairs service will take prompt action.

Every report is inspected through a three-stage process. This process allows us to identify the root cause, diagnose the issue and take appropriate steps to resolve it. Wherever possible, we strive to fix the problem the first time to ensure your home remains safe and comfortable.

If you need to report damp or mould, call us on 01709 336009.

4,062

damp and
mould referrals
in 2024/25.

2,151

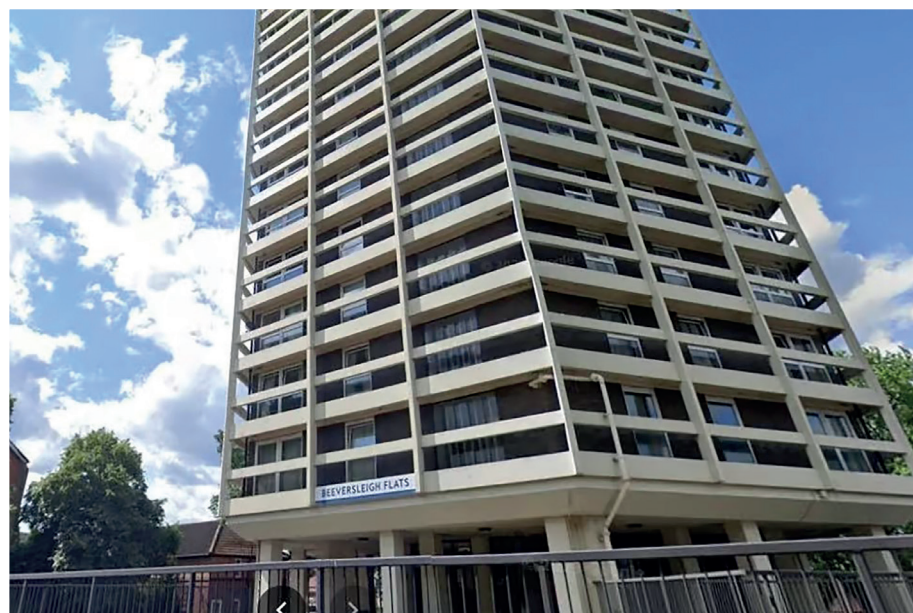
cases referred
to specialists
in 2024/25.

3,430

extractor fans installed
to prevent damp
and mould
reoccurrence
in 2024/25.

BEEVERSLEIGH FLATS SAFETY GROUP COMMENCES

The Compliance Team and Rotherfed have started regular meetings with the residents of Beeversleigh Flats to give them a stronger voice in how fire safety is managed in their building. These include two safety meetings a year and monthly drop-in sessions with the fire safety team. At the first meeting, 19 residents attended and shared their views. We're tracking all concerns and will share updates in the next meeting. We've already received positive feedback on the new digital locks fitted to bin chute areas which prevents them being used by non-residents and allows residents to feel safer in their homes.



7.2%

of our homes do not meet the Decent Homes Standard. (Last year 12 %).

100%

of gas safety checks have been completed. (Last year 99.9 %).

100%

of asbestos checks have been completed. (Last year 100 %).

100%

of water safety (legionella) assessments have been completed. (Last year 100 %).

100%

of fire risk assessments have been carried out.

100%

of fire safety checks have been carried out. (Last year 100 %).

100%

of lift safety checks have been completed. (Last year 100 %).

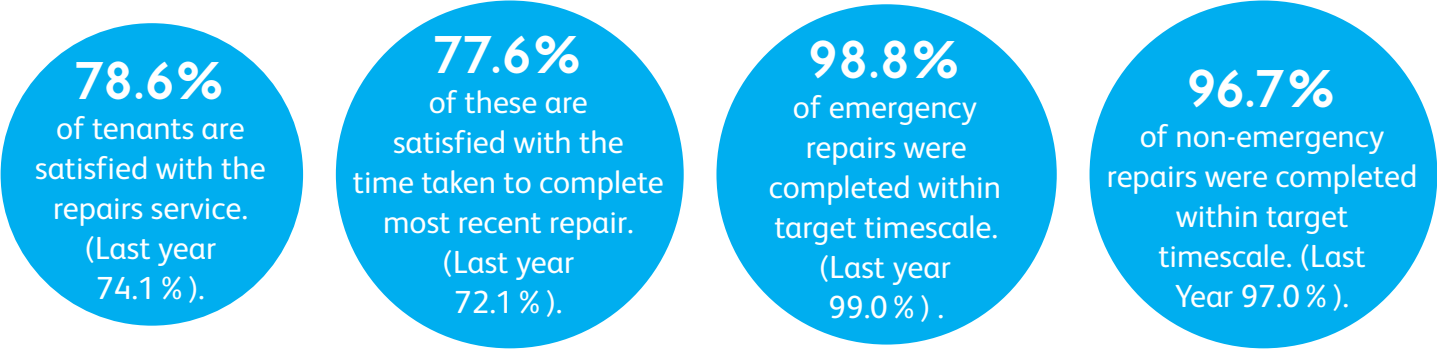
96.6%

of electrical systems inspected within 5 years.

IN THE NEXT 12 MONTHS, WE PLAN TO:

- Have an online reporting form making it quicker and simpler for tenants to report damp and mould.
- Engage more residents living in buildings above 11m in height with building safety work.

IMPROVING THE QUALITY OF HOMES



ROTHERHAM COUNCIL'S REPAIR SERVICE:

We are here to look after your home and keep it in good condition. While tenants are responsible for minor repairs and maintenance, our everyday repairs service covers a wide range of issues to keep your home safe and in good condition. This service is delivered in partnership with Mears and Equans, along with specialist contractors for specific jobs. Emergency repairs are attended within four hours to protect your safety and security. Standard repairs are booked within 28 days, with appointment times chosen by you. We are focused on making repairs quick and hassle free and we always try to fix the issue on the first visit.

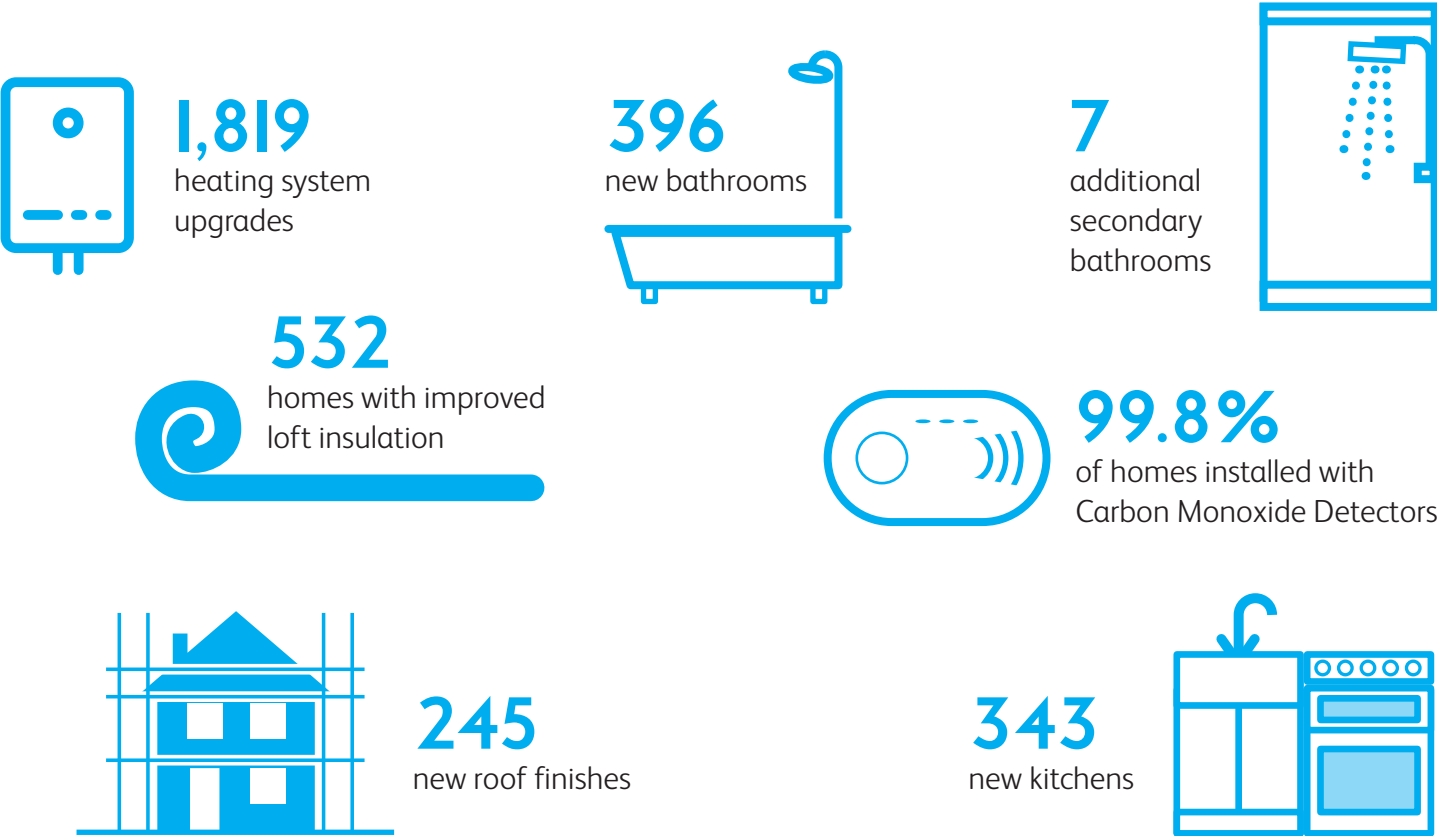
To book a repair job please call us on 01709 336009 or visit:
www.rotherham.gov.uk/improvements-repairs/council-housing-repairs
or scan the QR code.



INVESTING IN HOMES

In 2024/25, Rotherham Council invested over £29 million to improve more than 4,000 council homes. This included major external works in Thurcroft, East Herringthorpe and Dalton as well as upgrades to around 500 empty properties before they were re-let.

Here's a look at what was delivered:



INVESTING IN THE COMMUNAL AREAS

£800,000 has been invested in improving shared outdoor areas across 16 estates in Rotherham. These environmental works are all about making spaces more welcoming, safer and better for the environment. One example is Acorn Place in Rawmarsh where old brick planters were removed to open up the communal space. Large tarmac areas were replaced with grass to reduce flood risk from rainwater and create a greener, more pleasant environment for residents to enjoy.



Acorn Place – Before

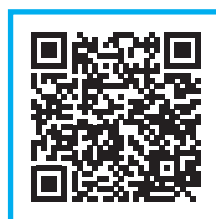


Acorn Place – After

STOCK CONDITION SURVEYS UNDERWAY

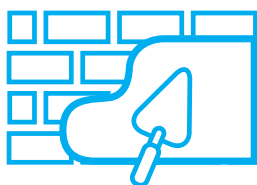
We're surveying all 20,000 of our Council homes to help plan future maintenance and home improvement works and to make sure your home is safe. A specialist company, MLCS3, is carrying out the surveys which involves checking things like kitchens, bathrooms, windows, doors, heating systems, and energy efficiency or safety issues. The surveyors carry ID and will treat your home with respect. You'll receive a letter with your appointment date and time before the visit. Thank you to everyone who's already taken part! If you receive an appointment, please allow the surveyor access.

Visit www.rotherham.gov.uk/housing/stock-condition-survey or scan the QR code to find out more.



51,304

repairs raised in
2024 to 2025.



94.53%

first fix repairs.



£22,767,533

spent on repairs and
maintenance.



£29m

invested on improving
tenant homes.

IN THE NEXT 12 MONTHS, WE PLAN TO:

- Launch the Warm Homes Programme funded by the Social Housing Decarbonisation Fund and the Council to cut household energy bills down by an average of £231.
- Install 3,147 energy efficiency measures in 996 properties over the next 4 years including 287 loft insulations, 868 solar panels and 996 ventilation upgrades.

INVESTING IN NEW HOMES



The 650th new home – acquisition at Lake View Road, Wath

CELEBRATING 650 NEW HOMES

In February 2025, we delivered the 650th new home since launching our development programme in 2018. This marks a major milestone in our commitment to quality, affordable housing helping to ensure everyone has a safe, secure place to live. We'll continue to deliver high-quality new homes across the borough to meet local needs either by building new homes, purchasing properties or working with private developers.

£5M IN GRANT FUNDING

We've secured over £3.5 million from the Homes England Affordable Homes Programme and £400k from the Brownfield Housing Fund to support the delivery of homes, including apartments for older people, modern bedrooms, and larger family homes. In addition to this, £1.3m from the Local Authority Housing Fund has been used for 20 new temporary accommodation homes for homeless residents.



Construction of new Grant Funded Homes on Warden Street, Canklow

156

properties built/
acquired in 2024/25.



147

Council Build properties
in development.



AWARD-WINNING HOMES MAKING A DIFFERENCE

Rotherham Council has won Best Affordable Housing Development (up to £5m) at the 2025 Northern Housing Awards for delivering ten high-quality, energy-efficient homes in East Herringthorpe. The development includes the borough's first one-bed houses and a specially designed four-bed bungalow for families with complex health needs.

These homes were built specifically for Council tenants and include a mix of house types. Features like energy-efficient heating systems, solar panels, underfloor heating and ventilation systems help reduce energy bills while improving comfort and air quality.

Residents say the homes have changed their lives. One tenant shared:

“This move has improved my mental health, decreased my anxiety, and reduced my bills – it’s life changing.”

The Housing Team has also been shortlisted for two Municipal Journal Awards including Innovation in Housing for the new homes on Infirmary Road, Parkgate.



Members from our Strategic Housing Team collecting their award.

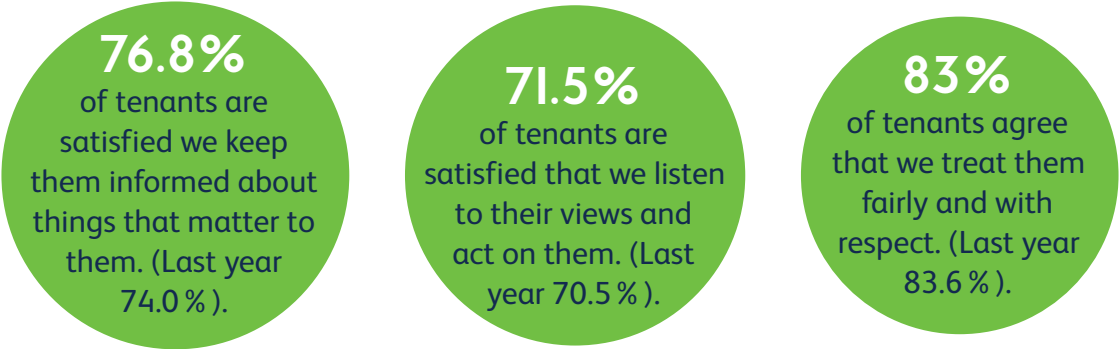


New build homes in East Herringthorpe.

IN THE NEXT 12 MONTHS, WE PLAN TO:

- Start construction of new-build council homes at locations including Maltby, Eastwood and Wath.
- Start building council homes delivered through our Small and Medium Enterprise scheme at the former Albert Club in West Melton, Clement Street in Kimberworth.
- Deliver 110 new homes in 2025/26.

LISTENING TO TENANTS AND ACTING ON YOUR FEEDBACK



Our housing services at Rotherham Council are committed to listening to tenants and using your feedback to improve our services.

HOUSING INVOLVEMENT PANEL (HIP)

The HIP meets every month at Riverside House to help shape better homes and services.

Tenant voice: Callum


“I enjoy the speaking aspect of engagement and giving my input. I did a small segment at the last tenant convention and explained what we do at the HIP. If you want to see a change or get involved in current practices, it’s worth seeing if you can join. The Council needs diverse feedback from different people.”

Tenant Voice: Mohammed

“I’ve been part of the engagement group since 2011/2012. I first popped down to observe a meeting, then came to my first one – and I’ve been coming ever since. I’m a carer and volunteer around my caring duties. I have a Black and Minority Ethnic background and I’ve been involved to help target the different communities. We’ve given feedback on complaints, repairs, the contact centre and the information pack when you move in.”

You said: “The online Housing Performance Dashboard needs to be clearer, with the most important information easy to find.”

We did: Redesigned the dashboard based on your feedback to improve clarity and understanding. Scan the QR code for more information.



SCREEN TEAM

The Screen Team meets online every month to help make Council letters, emails, and website content clearer and easier to understand.

Tenant voice: Dale

"I got involved as I am neurodiverse so I can get stuck on long passages of text. If it's accessible, I can read the text a lot quicker. I wanted to help the Council make their communication easier to understand. Also, after a serious motorbike accident made me homeless, Rotherham Council came to my rescue and found my forever home.

In Screen Team meetings, we get to look at things on the website before it goes live and suggest changes. Recently, we helped improve a District Heating guidebook. It's good to have members of the public looking and checking."

You said: *"Improve stock condition survey letters with more information about the company that is carrying out the surveys."*

We did: Updated the letter to include details of the visit from MLCS3 and the ID worn by the contractors.

You said: *"The Home Matters magazine should feature more articles about local events to highlight what's happening in the community."*

We did: In the Spring 2025 edition, we included articles on the Children's Capital of Culture, The Rotherham in Bloom Garden Competition, and a preview of what's coming to Forge Island. Find the newest edition here. Please scan the QR code.



TENANT SCRUTINY PANEL

The Tenant Scrutiny Panel works with Rotherfed to review our housing services and makes suggested improvements.

Tenant voice: Mary

"I've been a volunteer for a lot of years and like to find out what is happening and tell other people. I like meeting people from different areas and hearing their views. Every meeting is interesting. I think we make a difference because people listen and act on what we say. Things have really improved since I started volunteering."

You said: *"Tenants should receive their affordability check document when they are matched to a property."*

We did: We now send a personalised breakdown of the affordability assessment and rent payment options to every new tenant.

You said: *"There isn't enough information online describing what happens during a Tenancy Health Check."*

We did: Improved the Tenancy Health Check webpage so there is clear information about what will happen during the visit from your Area Housing Officer. Please scan the QR code.





FOCUS GROUP SPOTLIGHT - INDIVIDUAL NEEDS FRAMEWORK

A group of 12 tenants helped shape our new Individual Needs Framework, which aims to ensure housing services are accessible to all, and tailored to everyone's individual needs, especially those with diverse needs. Their experiences and insights will support the Council in delivering more effective and equitable services.

COMMUNITY HIGHLIGHTS SPOTLIGHT - FITZWILLIAM ESTATE TARA

Tenant voice: Nicola

Why did you want to support the community?

"Me and my friend grew up on the estate. There wasn't a lot for kids then and there still isn't, but we have a good relationship with the community. We wanted to build community spirit, bring people together, and help kids make friends."

How did you get involved in community groups?

"I am part of the Fitzwilliam estate TARA (Tenants and Residents Associations community group). We just started by organising small events for our kids. Then we met Rotherfed at a local event, and they helped us become a proper constituted group. They've been amazing – we wouldn't be where we are without their support."

Which community events have you been a part of?

"We did a pumpkin painting event in October, with donated Halloween costumes, and there was a raffle and tombola. At Easter, we had an event with arts and crafts. We also took 106 residents to Cleethorpes on two coaches! We're now looking at ways to engage teenagers as they're showing an interest too."

What effect is the group having on the community?

"It's had a positive impact on the community spirit – bringing people together, helping new tenants make friends and making families feel more secure and involved."



Volunteers doing a litter pick the day before the Easter event.



Fitzwilliam Estate Easter Event.

CONNECTORS POOL

The Connectors Pool is for tenants who want to stay informed and involved without attending regular meetings. Members receive monthly housing and tenant news updates and can join consultations or events when they choose. Since March 2024, 165 tenants have joined, with 13 going on to join panels or events.

THANK YOU TO OUR TENANTS

2024-25 Stats

150

tenants involved
in panels, focus
groups and from
home.

34

consultation
topics discussed.

53

community events
attended (with
1,090 residents
attending).

7

digital support
volunteers gave 90
hours, supporting
196 people.

We really value the time and input from our tenants. To say thank you, we hosted a celebration with a three-course meal and quiz. Those who couldn't attend received a thank you card and gift voucher.

WANT TO GET INVOLVED?

Visit our website at
www.rotherham.gov.uk/tenant-involvement
or scan the QR code.

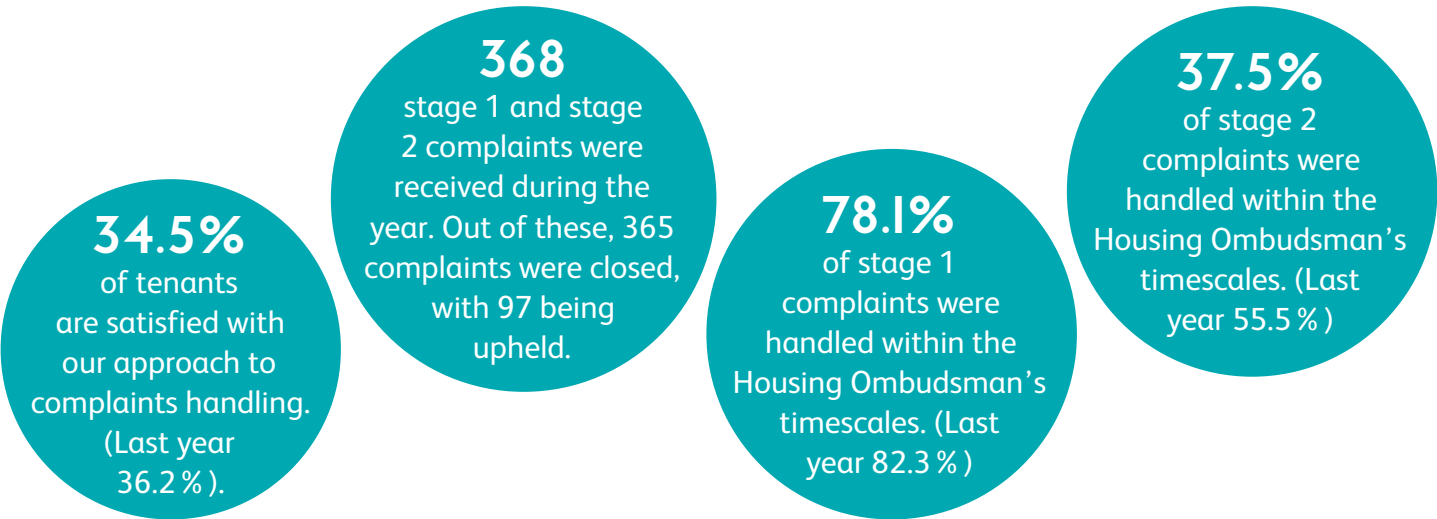
Alternatively, contact **Rotherfed**
on **01709 368515**
or info@rotherfed.org



HANDLING YOUR COMPLAINTS WITH CARE

OVERVIEW OF OUR COMPLAINTS MISSION

At Rotherham Council, we see complaints as a valuable way to improve the services we provide. Every complaint is recorded, taken seriously, and used to help us make positive changes. We investigate issues, take action to fix problems, and learn from what went wrong. This helps us improve our services for everyone. As your landlord, we’re committed to meeting high standards and doing things right. We also work closely with the Housing Ombudsman to make sure our complaints process is fair and follows national guidelines.



Housing Ombudsman investigations

Total Investigations Received:	Six cases (Five involving Council tenants)
Upheld Investigations:	Four cases were upheld

Top 4 complaint themes

Quality of Service
Delay in Service
Lack of Service
Conduct/Attitude of Staff

ACTING ON YOUR FEEDBACK

You Said: “Rubbish and materials were not removed after repair work was completed.”

We did:

We worked with our contract partners to ensure timely removal of any leftover materials and to inform tenants when materials will be removed.

You Said: “Communication needed improving in our Aids and Adaptations service.”

We did:

We’ve made changes to help keep you better informed. We’ve added clear timescales to the booklet we’ve printed, so you’ll know what to expect and when. We’ve also updated our process to make sure we contact you at the very start, explaining what will happen and how long things should take.

COMPLIMENTS ACROSS THE SERVICE:

280 Housing Compliments were received in the year April 2024 to March 2025.

Compliment for Mears repairs contractors

"I would like to take a moment to express my deepest gratitude to you and the entire team for the incredible support you've provided in getting my roof repairs sorted. Your swift action and dedication have made such a significant difference, and I can't thank you enough for your time and effort."

Compliment for Housing

"All of the repairs workers that come to my house are always respectful of me and my home and they are always willing to put on shoe covers."

Compliment for the Income Recovery Team

"Your help and communications with me since my personal stresses and mental health have been fantastic. I cannot thank and praise you enough."

NEWLY FORMED COMPLAINTS PANEL

Our Housing Complaints Panel was set up to strengthen the partnership between tenants and Rotherham Council's Complaints Team. It gives tenants a real voice in how we handle and learn from complaints. The Panel reviews real-life complaints and challenges how our housing services respond. At the first meeting in March, topics included communication with tenants, contractor customer service, and the condition of homes at move-in. The Panel will meet every three months to help us learn from tenant feedback and improve the way we work.

If you have a complaint there are a number of ways you can get in touch to tell us.



Complete a web form
www.rotherham.gov.uk/complaints



Email
complaints@rotherham.gov.uk



Text
07860 021 447



Call
01709 382121



Post
The Complaints Manager
Rotherham Metropolitan Borough Council
(FREEPOST RTCT-XKLS-ZHAZ)
Riverside House
Main Street
Rotherham
S60 1AE

We'd also love to hear from you if you are happy with a service or member of our team.

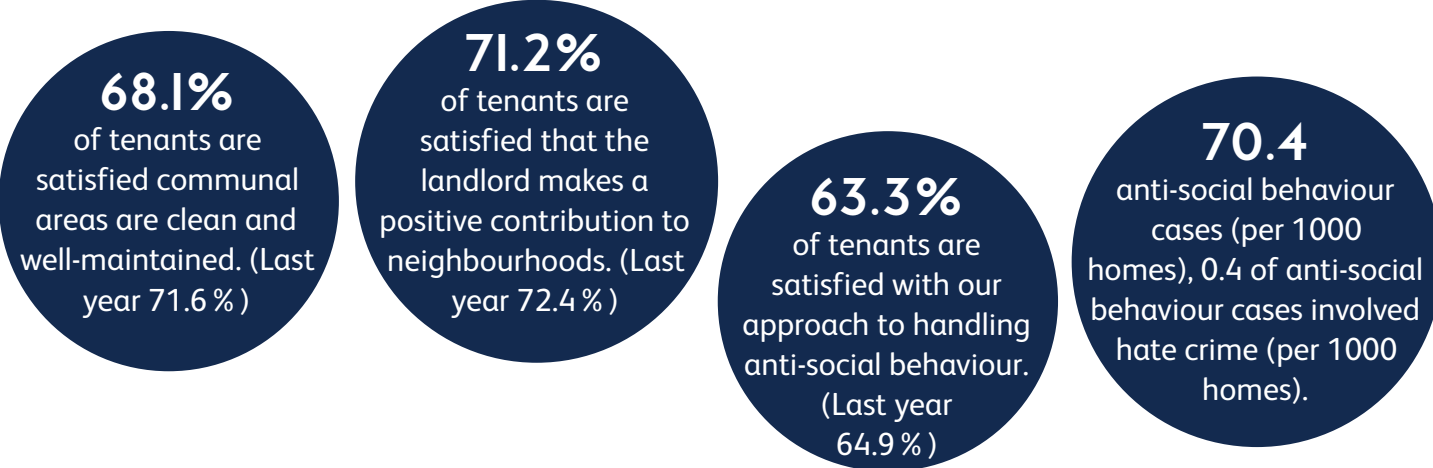


emailcompliments@rotherham.gov.uk
or call, text or write using the details above.



Further information can be found at www.rotherham.gov.uk/complaints or scan the QR code.

SUPPORTING OUR NEIGHBOURHOODS AND COMMUNITIES

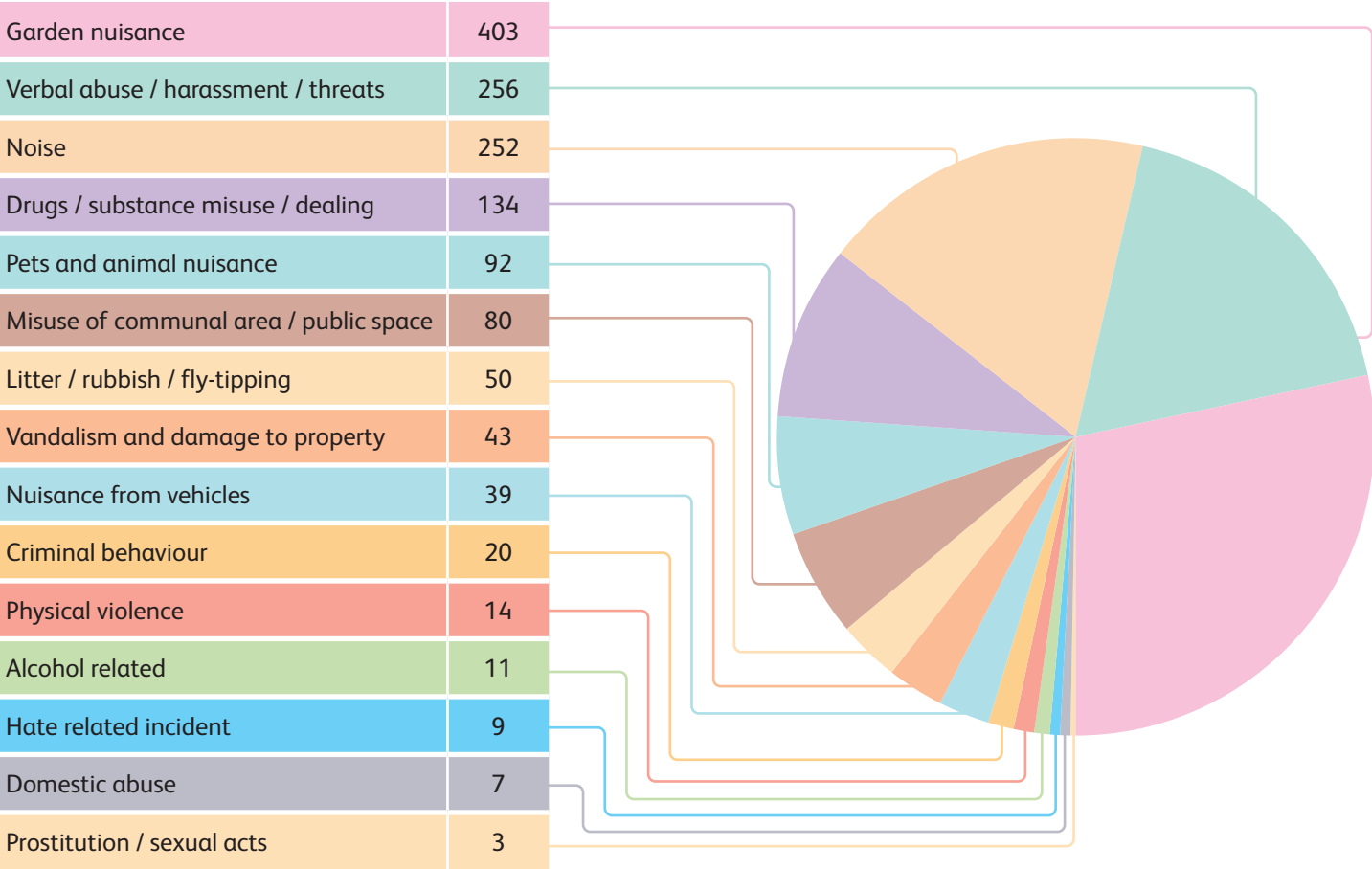


TACKLING ANTI-SOCIAL BEHAVIOUR (ASB)

We know anti-social behaviour can seriously affect your quality of life and sense of safety. That’s why we take every report seriously and support victims from the first complaint to the resolution. Our housing officers work closely with South Yorkshire Police and the Community Safety Team to prevent ASB and build safer communities. We take a fair, step-by-step approach with offenders and use all available powers to stop their disruptive behaviour.

ANTI-SOCIAL BEHAVIOUR THEMES

Total ASB cases in 2024-2025: **1,413**



CASE STUDY: TACKLING ASB IN GREASBROUGH

After repeated reports of noise and tenancy breaches at a property in Greasbrough, our Housing Team and Community Protection Unit (CPU) took action. Despite early challenges gathering evidence, the CPU issued a Noise Abatement Notice ordering the tenant to stop. Due to his aggressive behaviour, future visits were carried out with South Yorkshire Police. The tenant failed to comply and was fined nearly £1,000, but the disruption continued. In March 2025, the Council secured a Notice Seeking Possession, leading to eviction the following month, ensuring a better outcome for neighbours and the wider community.

IMPROVEMENTS IN MUNSBROUGH

A recent walkabout with council staff, Streetpride, local councillors, and estate caretakers helped identify issues in the Munsbrough area including fly-tipping, overflowing bins, and overgrown paths.

What's been done:

- Bin areas have been checked, and locks added to recycling bins to help stop contamination
- A new fly-tipping team has cleaned up the area and cleared pathways
- Streetpride has cut back overgrown grass in hard-to-reach places

NEIGHBOURHOOD CENTRES REFRESHED

Elizabeth Parkin Centre

After requests from tenants and residents, the centre has been redecorated. It's now a warm and welcoming space where people come together for TV nights, games, and lunches – a real community living room.



St Mary's View

This centre has also been redecorated, with fresh paint in a modern white and grey theme, fire safety improvements, and newly recovered chairs. Rotherfed recently consulted local tenants for feedback on how the new centre could be used for social events and activities.



ENSURING SUPPORT FOR ALL TENANTS

Your wellbeing is our priority. We're here to help you feel safe, secure, and supported in your home, whether you need help paying rent, managing life's challenges, or finding work or training.

TENANCY SUPPORT

Our Tenancy Support team is here to help you maintain your tenancy long term. We offer practical support from the start of your tenancy, including help with debt, mental health, or substance use. When you're struggling to pay rent, our Income and Support teams work together to help you avoid eviction.



TENANCY SUPPORT SUCCESS STORIES

A new start in a suitable home

A tenant with learning difficulties, mobility issues, and deafness was struggling to manage a large, unsuitable, and costly three-bedroom home after losing both parents. Our Tenancy Support and Lettings teams helped secure Band 1 priority for a move to a more suitable and affordable property. A Discretionary Housing Payment (short-term financial support) covered the rent during the wait, and support continued until he was settled in his new home.

A helping hand through difficult times

After losing her mum and not having family to rely on, one tenant became isolated and stopped engaging with services. She struggled with her health, lost her Universal Credit, and built up thousands in rent arrears. With support from her tenancy support officers, her benefits were reinstated and backdated so the arrears were fully paid off. She's now continuing to receive support to maintain her tenancy.

A safer home with support every step of the way

An elderly tenant with serious mobility issues was struggling in a large home that no longer met his needs and was being financially exploited by a family member. With help from Adult Social Care and Tenancy Support, he was supported through the process of moving to a more suitable bungalow. The team helped with arranging care, setting up bills, and making sure the new tenancy was affordable and manageable.

For more information about Tenancy Support, visit www.rotherham.gov.uk/housing/tenancy-support (or scan the QR code) or call us on 01709 336009 and ask for a member of the Tenancy Support team.



EMPLOYMENT SOLUTIONS: HELPING YOU TO FIND WORK AND TRAINING

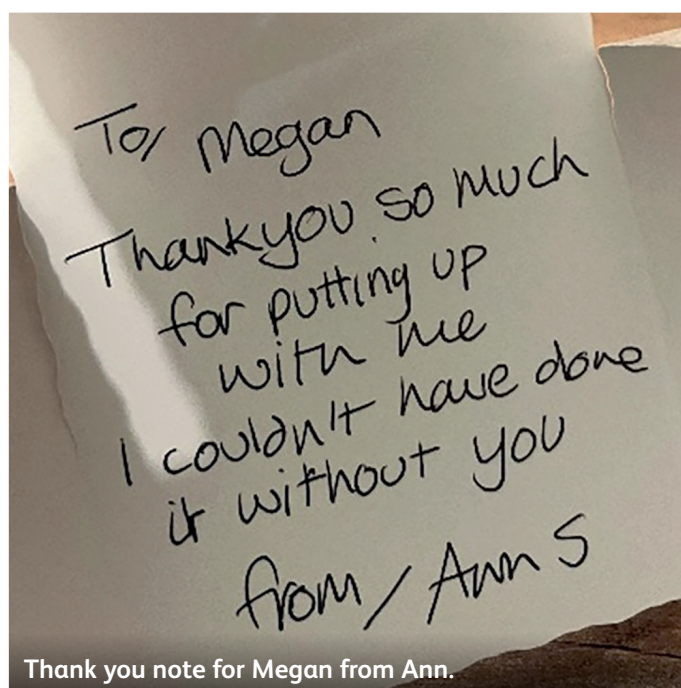
Our Employment Solutions service supports Rotherham residents who are unemployed or on a low income to find jobs, access training and improve their financial wellbeing. Over the last year, our team have supported 133 residents into employment and 86 into training.



You can access our service through our hub on the ground floor of Riverside House or contact us on **01709 249600** or **employmentsolutionsteam@rotherham.gov.uk**.

ANN'S STORY

After 22 years in the same job, Ann's workplace was closing so she turned to Employment Solutions for help. The team supported her with completing a job application and preparing for an interview. Within days, Ann was offered a role as a School Crossing Patrol Warden. She's now loving her new job and says the support gave her confidence and made her feel valued: "Megan was there for me when I was at my lowest. She treated me like a person, not a statistic."



Thank you note for Megan from Ann.



RK working with a member of the Employment Solutions Team.

RK'S STORY

After three years out of work caring for her children, RK felt overwhelmed and unsure where to start. Referred by the Job Centre, she worked with Employment Solutions to rebuild her confidence and explore flexible job options. With support, she applied for a part-time Council role through job sharing. After interview prep and guidance, RK was offered the job and now works part-time in Customer Services. She says: "Thank you so much for your help and support... work is great!"

MAKING SENSE OF THE MONEY

Rotherham Council owns and manages 19,942 council homes. In 2024/25 the income was £106,466,880

Below is an overview of how your rent was spent during the year.

Capital Charges*	£45,135,461	44 %
Repairs & Maintenance	£22,767,533	23 %
Estate Management	£1,519,086	2 %

Staffing and Service costs

Housing Management	£5,575,288	6 %
Anti-Social Behaviour	£123,398	0 %
Central Services**	£10,923,075	11 %
Income Management	£1,437,702	1 %
Tenant Involvement	£96,100	0 %
New Housing & Housing Strategy	£1,939,003	2 %
Housing Options, Allocations & Homelessness	£7,669,974	8 %
Housing Property Services	£3,471,424	3 %
Total Expenditure	£100,658,044	100 %

*Money borrowed to pay for major building improvements, including interest on debt and funds for new builds. **Management, admin, and business support for the service.

FOCUS ON INCOME

Most of the income comes from rent but tenants and leaseholders are also charged for services and facilities that the Council provides. £

House rents	£95,920,664
Garages and ground rent	£812,063
Furnished packages	£6,489,776
District heating	£968,078
Communal facility charges	£595,040
Right to Buy receipts	£114,400
Leaseholder contributions to services	£346,969
Aids and adaptations	£415,512
Miscellaneous income	£804,378
Total income	£106,466,880
Transferred to reserves	£5,808,836
Total funds used	£100,658,044

FOR EVERY £1 OF RENT YOU PAY

11p is used for central services like management, administration, and business support to keep services running smoothly.

2p is dedicated to developing new, affordable housing.

20p is allocated to managing estates and tenancies including house lettings, rent collection and general estate services.



44p is used for funding major improvements and other important investments.

23p goes towards day-to-day repairs to fix and maintain homes.

In 2023/24, we spent £1,687 on average to manage and maintain each council home in Rotherham. This figure covers repairs, safety checks, tenancy services, and planned improvements. 2024/25 costs were not available at the time of printing.