

# Latest news: Spring 2026

## Being a good neighbour

This year, we've seen an increase in reports about noise between neighbours. Some types of noise are not classed as anti-social behaviour, but we will still look into concerns and manage them in line with our Good Neighbourhood Management Policy.

Being a good neighbour means thinking about the noise we make and how it affects others. Sound can travel easily between homes, especially in flats. What seems normal to one person may disturb someone else.

Please be considerate with TVs, music, visitors and household activities, especially late at night and early in the morning. Small changes can help make your community a more comfortable place for everyone.

If someone else's lifestyle is affecting you, please try to speak with your neighbour first, if you feel able to do so, before reporting it to us.

If you do report noise to us, we may be limited in the action we can take unless there is clear evidence. We will consider how often the noise happens, the type of noise, whether it is intentional, and any vulnerabilities of those involved.

For more information, contact us or visit: [cottsway.co.uk/ASB](http://cottsway.co.uk/ASB)

## Get involved in estate inspections

The annual estate inspection at Jenners Yard in Cricklade took place on 27 January.

The latest quarterly Cirencester estate inspections took place last month - covering Charlotte House, Lavender Lane, Shepherds Way, Templeton House, Jefferies Court, Vyners Close and Wilbur House.

The next inspections will take place on:

- Tuesday 9 June (morning)
- Tuesday 8 September (morning)

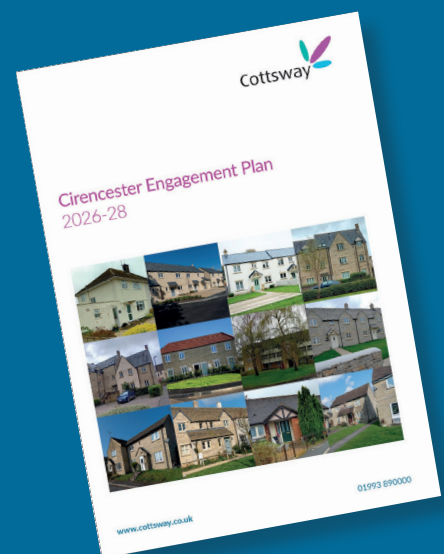
If you'd like to join your Neighbourhood Housing Officer (NHO) on an inspection, or if you need to report a estate or communal service issue, just give us a call or let us know online: [cottsway.co.uk/communal](http://cottsway.co.uk/communal)

## New name for Foodbank

Cirencester Foodbank is now called South Cotswolds Foodbank. To find out more about the support they provide:

- Visit: [southcotswolds.foodbank.org.uk](http://southcotswolds.foodbank.org.uk)
- Call: 0300 1027970

## Cirencester Engagement Plan - thanks for your feedback



In October's update, we shared the draft Cirencester Engagement plan with you and asked you for your views. Thank you for the 25 responses we received.

Your concerns and priorities were clear, and we've used your feedback to finalise the plan, which is for all of you as former Cirencester Housing customers. It sets out the support available to you and your family, and how you can get involved in shaping our services as well as the Legacy Fund (you'll find an update on this overleaf).

We've enclosed a short summary of the Engagement Plan. If you'd like to read the full plan and a report on the survey responses, visit our website: [cottsway.co.uk/cirencester](http://cottsway.co.uk/cirencester) You can also get in touch if you'd prefer a paper copy.

## Pledge update: Keeping you informed

### PROMISE 1: Cirencester Legacy Fund

As you'll be aware from previous updates, we set aside £10,000 to honour the legacy of Cirencester Housing. We currently have £8,500 left in this pot and we're excited to welcome two customers from Cirencester to a new 'Customer Panel' created to help guide how the Legacy Fund is used. They have volunteered to work alongside NHO Emma and Cottsway Communities Manager Vicki Paxford, meeting online once a month to review ideas and agree priorities.

So far, the group has approved requests for water butts for three households and are helping to install defibrillators in two rural areas. Next on the agenda are projects such as identifying places for environmental improvements (like bike racks), supporting biodiversity schemes through wildflowers, bird and bat boxes and planning community clear-up days for this summer.

#### Get involved

We'd love to welcome more of you to take part and help shape how Legacy Fund money is spent in your community. Meetings are usually held online on a Monday or Wednesday at 6pm. If you're interested:

- Call: 01993 890000
- Email: [communities@cottsway.co.uk](mailto:communities@cottsway.co.uk)

#### Can't join the panel but would like to have a say?


The group would love your ideas before 31 May - you can suggest areas for wildlife improvements or request a community clean-up by phone or online:


- [cottsway.co.uk/help](http://cottsway.co.uk/help)


### PROMISE 2: How we're performing

We follow the Regulator of Social Housing's (RSH) Tenant Satisfaction Measures and use Acuity, an independent research agency, to do quarterly surveys asking what customers think about us (perception).

Our latest results for the last quarter (January-March):

 **89%** of customers were satisfied with our services overall.

 **93%** were satisfied with the repairs service received in the past 12 months.

 **89%** were satisfied with the time taken to complete their last repair after they had reported it.

We will send our annual 2025-26 results to the RSH in June and publish these on our website:

- [cottsway.co.uk/TSM](http://cottsway.co.uk/TSM)

### PROMISE 3: Planned maintenance and component replacements

All our homes continue to meet the Government's Decent Homes Standard, and over the past year we have carried out 100% of all essential health and safety checks, including gas, electrical and fire risk assessments. We have surveyed all the homes and blocks, apart from two where we are having access difficulties. Thank you for continuing to give access to your homes for these important checks, they not only keep the homes safe but also helps us to plan for future improvements.

Based on these surveys, planned maintenance has been happening throughout the year and we have now completed window replacements at Jefferies Court, Lavender Lane and Chester Mews (pictured), along with front or rear door updates to a number of homes.



#### Update on non-traditional homes

Our plans to upgrade the wall insulation to 17 'Easiform' concrete homes on Bowling Green Road and Shepherds Way are progressing well. We have appointed a contractor, Westdale, to carry out this work on our behalf.

In advance of the wall insulation, which is due to start in the next couple of months, we have already replaced existing gas boilers with modern air source heat pumps to most of the homes and have also started installing new doors and windows. We're keeping the customers living in these homes informed at each step of this major project.

