



Stoke-on-Trent City Council

**Repairs Transition
1st July 2026**

Paul Parkinson



Background / Timeline

- Stoke is a Unitary Authority in the West Midlands (polycentric 6 towns)
- Approximately 17,500 stock currently (20k when JV started – RTB 48%)
- 21st most deprived, 3rd lowest rent (-£23p/w), 1950 largest estate in Europe

- 2008 - 10-year JV with Keir (£400m, council 20% stake, 540 employees)
- 2018 - Unitas – Repairs ALMO + 600 corporate buildings + prv't trading
- 2023/4 – Series of assurance reports, structure changes on Council side.
- 2024 – (August) Decision taken by Cabinet to dissolve/return service
- 2025 – the service was assimilated as RMS (01/04/25)
- 2026 – April - Housing Service received its Routine Regulatory Inspection

Current Position

- Compliance is strong – (always has been) upper quartile
- Significant improvement in DMC
- Lower WIP, responsive upper quartile, TSM satisfaction mid – but improving
- Budgets – different accounting between the two forms of operation
- Approach to investment fragmented
- New IT system – data/reporting
- Tower Block programme
- HRA business plan capacity
- Inspection outcome not known (even to us)

Consider (non-specific to Stoke)

- Consider Governance and Clienting
- Mission creep / shared objectives
- Know your finances and treatments
- Involvement in major projects
- IT systems are critical
- Know your data and customer feedback
- Timing is everything



Q&A TIME

