

Every home tells a story – the people behind our data

Welcome to the snapshot of our housing world
for the period 1 April 2025 to 31 March 2026.

The following infographics provide a data-rich view into our homes and tenants. Each infographic tells a story to help us understand who we serve, how we're performing, and where we can make the biggest impact.

(Where percentages have been rounded, the figures displayed may not add up to exactly 100%.)



NORWICH
City Council



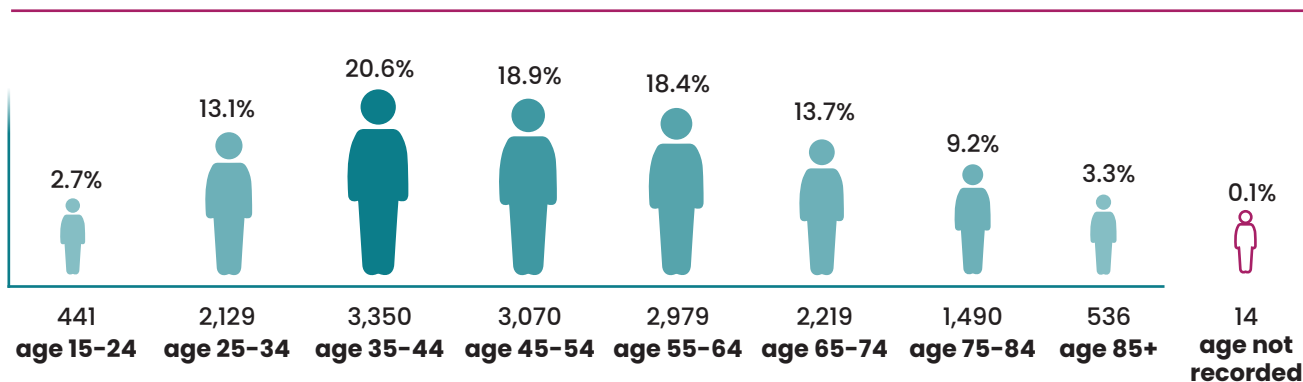


Existing tenants

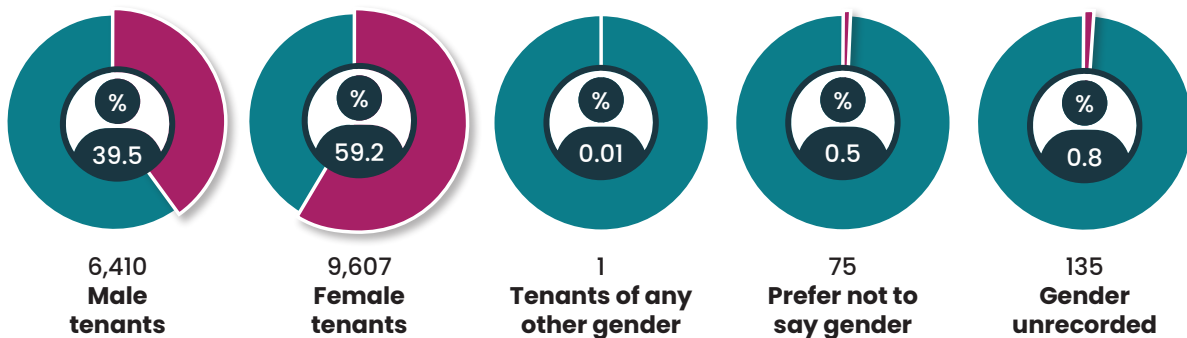
16,228

Number of existing tenants

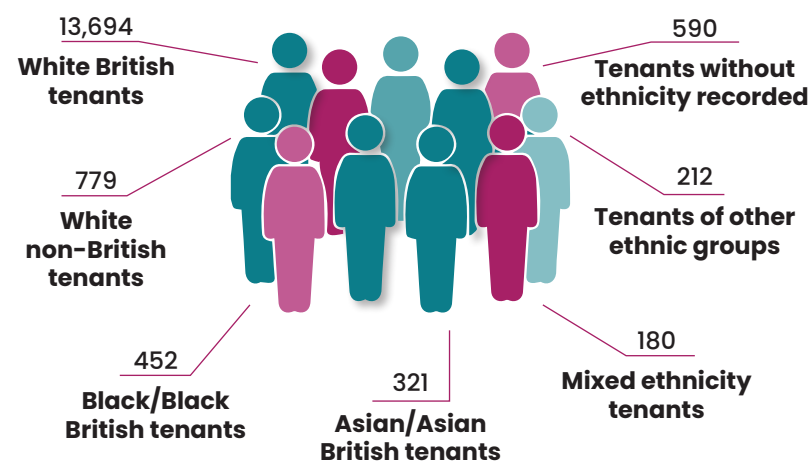
Tenant ages



Tenant genders



Tenant ethnicities



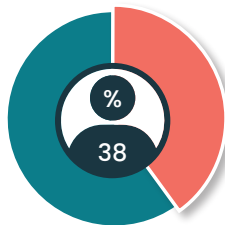


New tenants

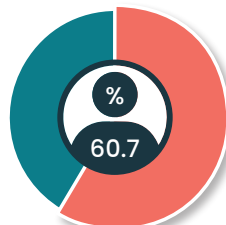
450

Number of new tenants

New tenant genders



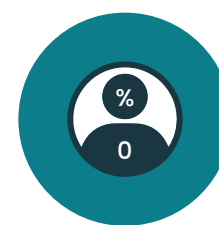
171
New male
tenants



273
New female
tenants



1
New tenants of
any other gender

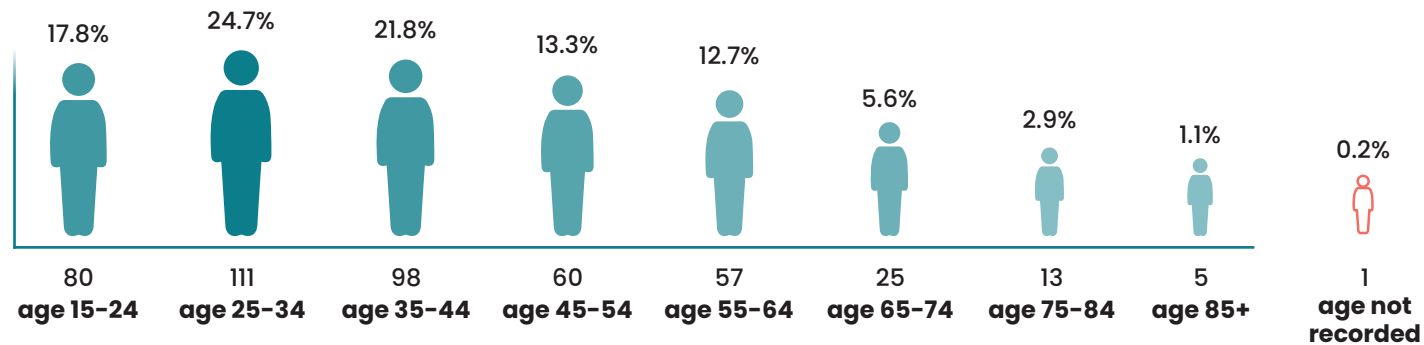


0
New tenants prefer
not to say gender



5
New tenants gender
unrecorded

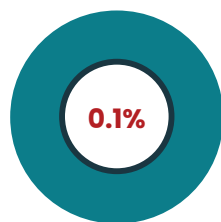
New tenant ages



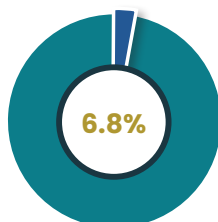


Prospective tenants

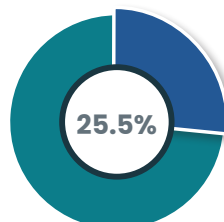
Housing register banding



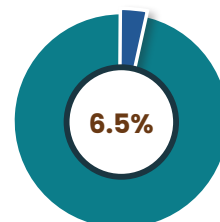
2
Households
in Emergency
band



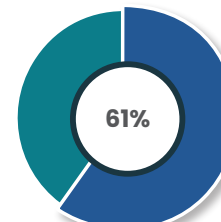
230
Households
in Gold
band



856
Households
in Silver
band



219
Households
in Bronze
band



2,051
Households
in low or
no priority

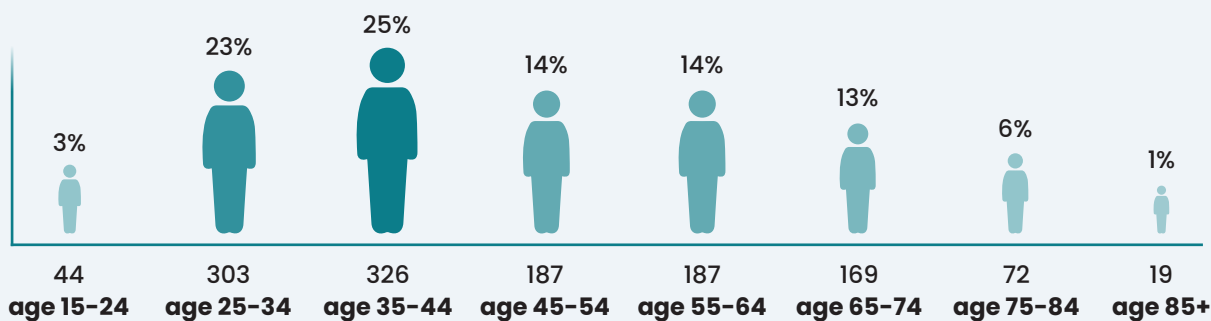
Transfer list



1,307

Households on
the transfer list
(existing social
housing tenants)

Transfer list ages (based on lead applicant)



Transfer list composition

1,204 92%

Existing NCC tenant
households on the transfer list

103 8%

Non-NCC tenant households
on the transfer list

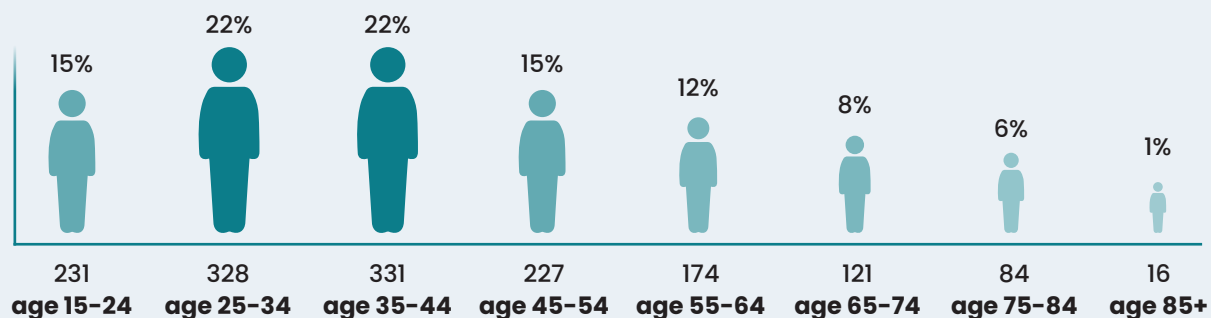
Housing register



1,579

Households on
the housing register
(not currently social
housing tenants)

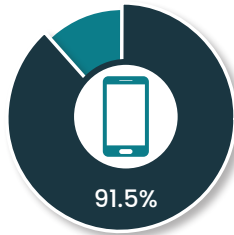
Housing register ages (based on lead applicant)





Contact and complaints

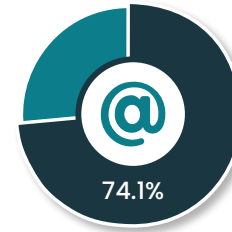
Contacting tenants



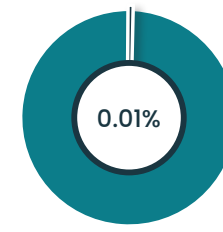
Tenants for whom NCC holds a mobile number



Tenants for whom NCC holds a landline number



Tenants for whom NCC holds an email address



Tenants without email or phone number recorded

Contacting tenants

13,014

Residents with a "My Account"

My Account



Phone calls

5 Housing phone calls answered per property



Complaints received



Stage 1 complaints received



Stage 2 complaints received

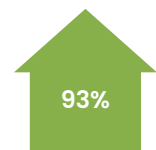


Homes

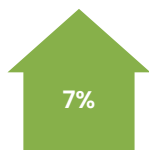
13,947

**Council residential
homes owned**

Residential homes by tenure



13,032
General needs
homes



915
Sheltered housing
homes

Homes disposed of



178

Homes sold
Right to Buy



6

Other homes
removed from
HRA stock

Homes added

New builds
added
to NCC
ownership

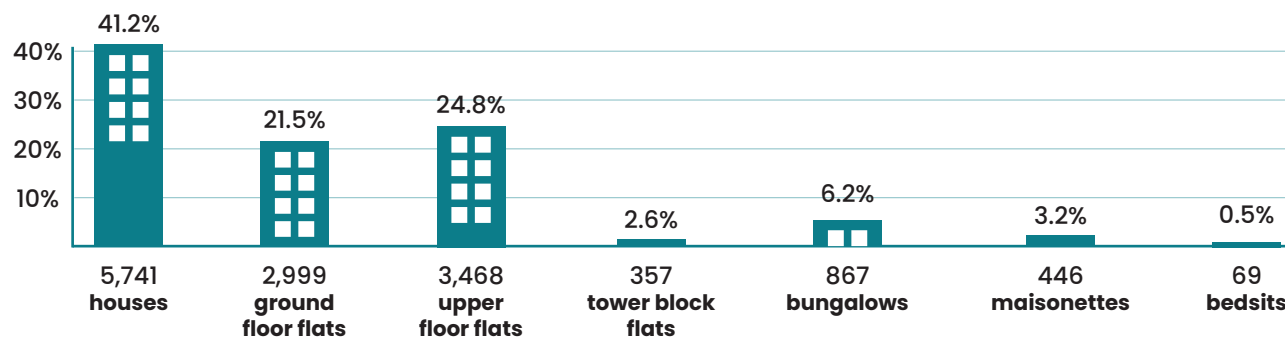
0



2

Other
homes
added
to NCC
ownership

Home build types



Energy efficiency



71.1

Average
SAP rating
of council
homes

181

Passivhaus
properties
across all
homes types

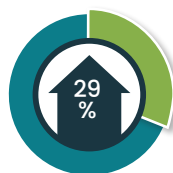
1%

as a
percentage
of stock

Property build dates



112
Homes built
pre-1919



4,040
Homes
built 1919
to 1944



3,756
Homes
built 1945
to 1964



4,977
Homes
built 1965
to 1982



786
Homes
built 1983
to 2002



190
Homes built
post-2002



86
Homes built
with unknown
construction
date

Other homes and property



3,486

Leasehold
homes

3,315

Garages

377

Private sector
lease homes

122

Council owned
parking bays



Tenancies

Re-let time



Secure and non-secure tenancies



13,232
Secure
tenancies



442
Introductory
tenancies



45
Non-secure
tenancies



14
Licence, demoted
and use and
occupation
tenancies



22
Use and
occupancy
tenancies



39
Caring
agency
tenancies



29
Affordable
rent tenancies

Tenancy duration

Less than 1 year
in duration



6%
801

1-5 years
in duration



25%
3,505

6-10 years
in duration



20%
2,808

11-20 years
in duration



23%
3,236

More than 20
years in duration



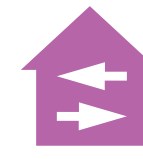
25%
3,434

New lettings



722

New lettings (including
external transfers)



139

New lettings (internal
transfers only)

Abandonments and evictions



Tenancies ended
by abandonment
(excluding mutual
exchange and
transfers)

15



Tenancies ended
by eviction
(excluding mutual
exchange and
transfers)

22

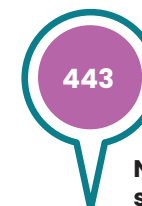
Mutual exchanges



136

Mutual
exchanges

Tenancies started and ended



443

New tenancies
started



800

Tenancies
ended



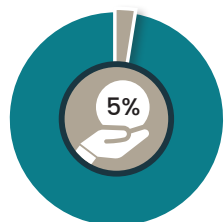
Income

Rent collection

100.16%

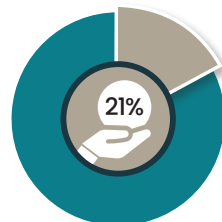
Percentage of annual rent that was collected

Rent paid by benefits



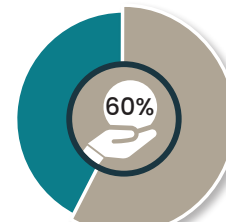
737

Number of tenancies where rent is paid fully by Housing Benefit



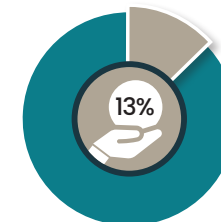
2,906

Number of tenancies where rent is paid partly by Housing Benefit



8,312

Number of tenancies where rent is paid fully or partly by Universal Credit



1,829

Number of tenancies where rent is paid by neither Housing Benefit nor Universal Credit

Rent arrears



Amount of all arrears at year end

£5,367,082.80 made from:

Current tenant areas at year end

£3,481,606.46

Former tenant arrears at year

£1,885,476.34

Budget and money advice



Number of budget and money advice cases closed

323

Average rent by property type (low-cost rental)

Average rent across 52 weeks	1 bed	2 beds	3 beds	4 beds	5 beds	6 beds
All HRA low-cost rental property types	£96.08	£86.96	£93.55	£103.07	£111.82	£125.06

Average rent by property type (affordable rent)

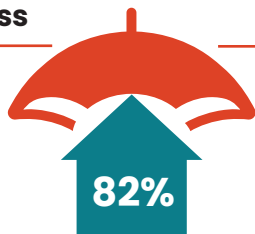
Average rent across 52 weeks	2 bed	3 beds	4+ beds
All HRA affordable rent property types	£189.42	£145.54	£171.65



Homelessness

Preventing homelessness

Percentage of households prevented from becoming homeless



Households in temporary accommodation



Households in temporary accommodation



Housing staff

Staffing

205

Headcount of permanent housing staff at year end



192.30

Housing FTE at year end



Repairs and maintenance

Repairs

40,065

Repairs completed in the year (all types)

2.9

Average number of repairs per property

Gas safety



100%

of council homes with a valid gas safety certificate

Electrical



98.6%

of electrical safety inspections carried out

Fire



100%

of fire risk assessments carried out

Lifts



100%

of LOLER (lift) inspections carried out

Water



100%

of legionella risk assessments carried out

Asbestos



99.8%

of asbestos surveys carried out

Upgrades



386

kitchen upgrades completed



488

bathroom upgrades completed



690

boilers replaced



2,838

electrical upgrades completed



62

external door upgrades completed (homes)



15

heating/air source fitted or replaced



262

insulation improvements made



263

solar panels fitted or replaced



196

windows upgrades or replaced



32

doors access fitted or upgraded



244

roofs replaced

Norwich City Council, 2026



NORWICH
City Council

