

Housing annual report to residents

2024/25



Welcome



Welcome to our Housing Annual Report to Residents. This publication aims to give you, our tenants and leaseholders, a round-up of the Housing Service's performance in 2024/25. If you want to understand how the service works and what the challenges are, this is a great place to start.

It's not all good news. There are challenges, and many of you will have first-hand experience of being frustrated or let down when trying to get a problem resolved. I hope this report will show that we know what the problems are, and the service is focused on fixing them. There is still a lot to do, but we are moving in the right direction.

I do want to highlight two big steps the service took during 2024/25.

Firstly, a new Resident Engagement Strategy was put in place after working with residents from across the borough to hear what you want. As a result, we've started running roadshows and repairs open days to give you the chance to speak to us in person. We've also got a variety of forums and panels if you are keen to get more involved – it's all about making sure your views and experience help us to improve and shape the service.

Secondly, last year we arranged for independent surveyors to visit every building we manage and inspect over 80% of tenants' homes. I want to thank you for giving access to our surveyors for this huge project. The results have already been used to plan where refurbishment is needed for the next five years and beyond, which is a very important first step to improving the overall condition of housing in Lewisham. The Council has committed nearly £70m per year for the next five years to make these plans a reality.

Over the past year I have visited countless Tenants and Residents Association meetings, roadshows and repairs open days and met hundreds of residents, and I want to thank you for your engagement and desire to improve where you live and work with us to make our housing services as good as possible.

If you do have any ideas, thoughts or just want to chat about where you live, just reach out to me at will.cooper@lewisham.gov.uk.

Cllr Will Cooper

Cabinet Member for Better Homes, Neighbourhoods and Homelessness

Introduction



Thank you for your interest in our annual report. I hope you find the information clear and useful. If you want to look deeper into any of the topics covered in more detail, you will find more information on our website and the reports that we provide to Mayor and Cabinet and Housing Select Committee.

As Executive Director of Housing, I am responsible for making sure our improvement plans deliver change. For example, if you've contacted our repairs call centre you will have seen that we have reduced the waiting time by almost 80% over the last few months.

But I know that our service is still often failing to meet your expectations. To fix what's not working and build a service you can trust is a long-term commitment.

Our improvement plans focus on six key areas: ensuring homes meet the Decent Homes Standard, improving the repairs service, reducing fire safety risks, handling complaints better, managing data and contracts more effectively, and changing the way we work as an organisation to always put you, our residents, first.

And we've already begun: by surveying more than 11,000 of the homes we manage, we have a much better idea of where we need to invest, shaping our major works strategy through to 2035. We're addressing fire safety by tackling overdue actions and replacing non-compliant doors. We're also improving complaint handling with clearer communication, learning from complaints and a focus on fairness and respect.

We're improving our repairs response time, with a goal to complete 95% of emergency repairs and 80% of non-emergency repairs on time, by March 2026.

Behind the scenes, we're upgrading systems and investing in staff training to improve service delivery across the board.

This is a big task. Some actions are on track, others face delays. But we're reviewing progress regularly, adapting as needed and sharing our progress with the Regulator of Social Housing and Housing Ombudsman Service.

Our promise is to achieve full landlord compliance, improve services and rebuild your trust. Thank you for holding us to account.

Gillian Douglas
Executive Director of Housing

Listening to you

Our housing services touch the lives of thousands of residents across Lewisham, and we know how vital it is to provide opportunities for every voice to be heard.

Your views and experience are important in helping us to improve and shape the services we offer. There are many ways you can get involved in making a difference to how we work.

Our new Resident Engagement Strategy

In 2025 we launched our new Resident Engagement Strategy and framework. It sets out how we create opportunities for you, our residents, to talk to us, ask us questions, give us feedback and get involved.

We worked with a panel of 10 residents to develop the strategy, and gave all residents the chance to comment through surveys and workshops.

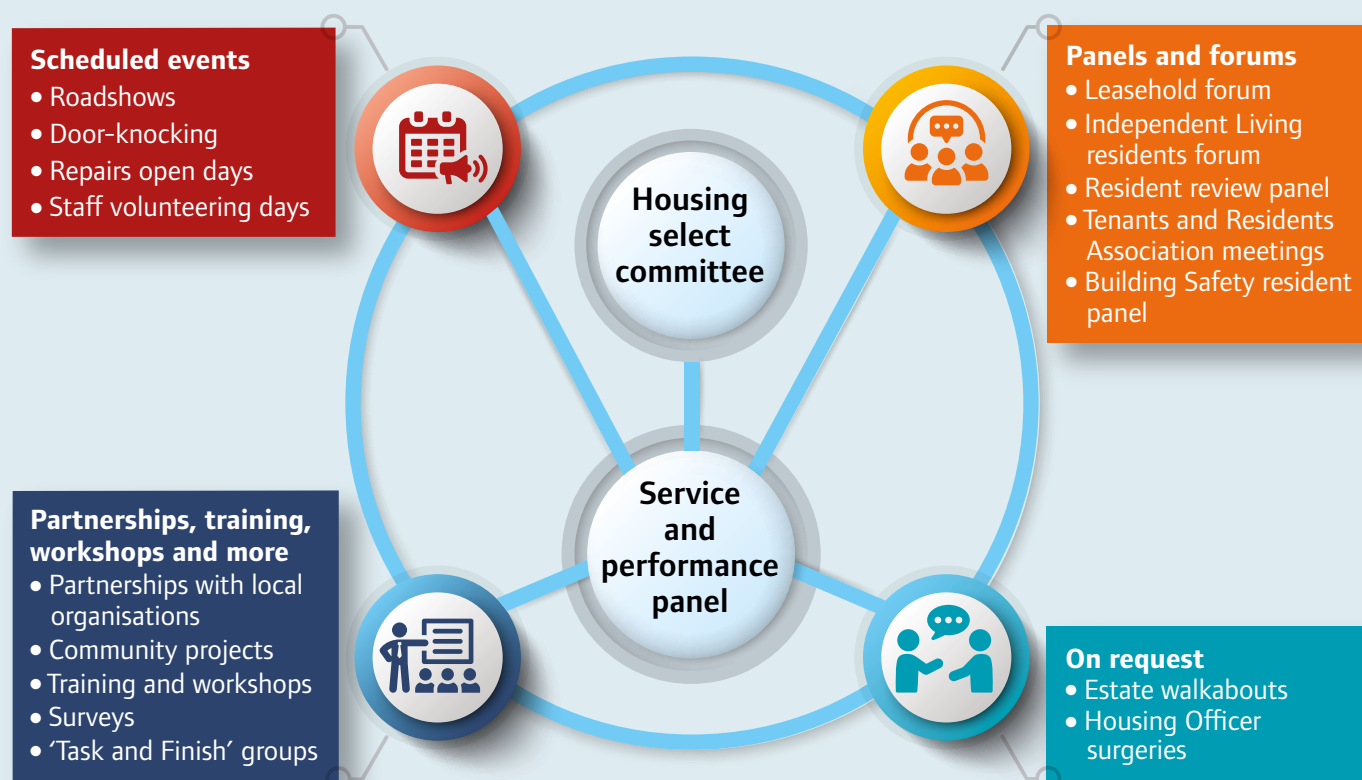
"I did not expect an instant resolution from the strategy but I have been encouraged by the experience and informed of other ways to have my say."

"For me the key takeaway from the experience was the accessibility one has to the local authority if you are able to spend the time – which feels empowering."

Michael Darrell-Green, member of the Resident Engagement Strategy panel

In total, more than 700 residents, staff, and stakeholders were involved in creating the strategy.

Engagement framework





Housing roadshows and repairs open days

Roadshows are a key part of the new Resident Engagement Strategy, as residents told us they like being able to see people face to face. Teams from across Lewisham Council and other organisations we work with set up stalls for you to ask questions, raise concerns and learn more about opportunities in your community.

Repairs open days are mini roadshows focused on repairs, which take place in different venues across the borough. They give residents the chance to talk to our repairs teams in person to book in new repairs or discuss long-standing problems.

Find out more at lewisham.gov.uk/get-involved



Complaints

We know we don't always get things right. We make sure through our newsletters and website that residents are aware of our complaints process, and how to contact the Housing Ombudsman if they are not happy with our response.

During 2024/25 we made changes to our complaints process to make sure it complies with the Housing Ombudsman's complaint handling code and the Regulator of Social Housing's standards.

Resident satisfaction with how we handle complaints rose slightly from 22% to 26% – which brings us up to the London local authority average, though we know we need to do better.

**You said,
we did**

Resident complaints workshop

Over 30 residents who had recently raised complaints and weren't satisfied with the outcomes were invited to join a new complaints panel along with members of the Resident Scrutiny Panel.

During the session, residents shared feedback about delays, poor communication and inconsistent handling. They asked for clearer timelines, better updates and a fairer compensation process. Their input directly shaped the Council's next steps.

Our complaints statistics for 2024/25 are poor, showing a decline in Stage 1 complaints responded to on time (from 83% to 34%) and a smaller decline in Stage 2 complaints responded to on time (from 80% to 73%).

We are confident that this is because we completely overhauled our process and the computer system we use to track and monitor complaints, and it has taken us some time to train staff and get our data right on the new system.

By April/May 2025 we had resolved those problems and worked through our backlog. We are now responding to around 88% of complaints on time and aim to maintain or improve on that through 2025/26.

As a result, we revised our internal processes to provide quicker updates, clearer escalation routes, and a new compensation policy. We also committed to staying in touch with the panel to make sure improvements continue. This resident-led approach is helping to build a more transparent, responsive and fair complaints system.



A resident's perspective: Why your voice matters

By Nigel Bowness, resident and chair of the Service and Performance Panel

I've lived in Lewisham Council housing for many years. We all know that housing services, especially repairs, need to improve. The Council knows it too, and it's clear that making things better is a top priority. But like many councils across the country, Lewisham faces real challenges. There's not enough funding, and that makes it hard to deliver the kind of change we all want to see, as quickly as we need it.

That said, I've seen encouraging signs. The Council is working closely with the Regulator of Social Housing and the Housing Ombudsman. They're not just being held to account – they're also getting support and advice, and they're acting on it to get the basics right. The Cabinet Member for Housing and the housing team are engaging seriously and constructively, which is really important.

But here's the thing: real change needs us too. Residents. People who live this every day. When we get involved – whether it's through panels, forums, or just giving feedback – we help shape the services we rely on. We bring our lived experience, our ideas and our voices to the table. Being involved has helped me understand how things work, what's possible and how to build relationships that lead to real improvements.

I worked closely with the Community Relations team at the Council to develop a new Resident Engagement strategy, which creates various ways for you to get involved, whether by attending a Resident Roadshow to speak in person to Council staff about problems you're having, or becoming a member of a panel to meet regularly and discuss wider issues with the Housing service. There is more work to do on making the Strategy deliver for all residents, but we've seen a good start.

The Council is our landlord. We need it to succeed, because when it does, life gets better for all of us.



“ But here's the thing:
real change needs us too.
Residents. People who live
this every day. When we get
involved, we help shape
the services we rely on. ”

So if you're ready, I'd love to see more of you join in – starting by emailing CommunityRelations@lewisham.gov.uk to express your interest in getting involved.

Let's keep pushing for better – together.

Supporting our residents

Helping residents access welfare benefits

If you are struggling with costs, we will do our best to help. Our Welfare Benefits team helped residents access over **£1.2m in backdated Housing Benefit and Universal Credit** in the last financial year. We added another £160,000 through additional benefits such as council tax reduction, discretionary housing payments and pension credit.

We assisted **1,872 residents**, who came to us either directly or referred by staff in many departments across Lewisham Council.

We also made a total of **72 small grants** from our hardship fund to assist residents in emergencies with basics like food shopping and small household items like bedding, duvets, kettles and microwaves. We are also able to refer residents to other local agencies who can help.

Case study – budgeting training session

We provided a free in-person budgeting training session for residents.

The training covered:

- understanding the fundamentals of budgeting and financial planning
- how to identify and differentiate between priority and non-priority debts
- developing strategies for managing and reducing debt
- learning practical tools and resources for financial stability whilst building confidence in making informed financial decisions

“This course has been amazing, I’ve learnt a lot of new things” – *Resident feedback*

Home adaptations

We supported residents to stay independent in their home by completing **84 home adaptations**, including stairlifts, ramps and accessible bathrooms.

We’re also updating our policies to make the process for requesting adaptations clearer and more transparent, ensuring everyone gets the support they need.

Find out more at lewisham.gov.uk/adaptations

Tackling fraud

In 2024/25 we recovered 65 homes through tenancy fraud investigations.

Social housing fraud takes many forms. If one of our tenants sublets their home, that is clearly fraudulent – they are making a profit on a home which should be made available to someone in need.

But cases aren’t always that obvious, and often don’t start as intentionally fraudulent. Abandoning a home and not informing us is also considered fraud, as is living elsewhere and holding onto a social tenancy as a second home. These properties should be returned to us so we can let them to a family on our waiting list.

If you suspect someone is committing housing fraud, let us know. All reports will be kept confidential, and you can remain anonymous.

Email us at ReportFraud@lewisham.gov.uk



Looking after your home

Repairs

We know repairs are important to all residents, and that too often our service is not good enough. Improving the repairs service was a top priority for us in 2024/25. Our Repairs Transformation Project has led to real improvements.

What's improved:

- **call waiting times** dropped from an average of 46 minutes in 2023/24 to just over 10 minutes for 2024/25
- **emergency repairs** completed on time rose from 61% to 92%
- **non-emergency repairs** on time improved slightly from 66% to 69%
- **backlog of incomplete repairs** from 14,700 to 8,359 – a 57% reduction

Our in-house repairs team is now completing more jobs on time, and we're holding contractors to higher standards. The number of outstanding repairs has dropped significantly, and we're aiming to reduce this even further. We're also investing in better systems to track and manage repairs more efficiently.

- Total repairs jobs 2024/25: **48,001**
- In-house repairs team: **59%**
- Contractors: **41%**



Repairs	Our 2023/24 results (%)	Our 2024/25 results (%)	Benchmark* (%)
% of homes that do not meet the Decent Homes Standard	24	17	7
% of non-emergency responsive repairs completed on time	66	69	83
% of emergency responsive repairs completed on time	61	93	94

**Housemark data helps us compare our results to other London local authorities. The benchmark is the average, so you can see whether we are performing better or worse than equivalent organisations*

Decent homes

Every resident deserves a decent home.

In 2024 we arranged for independent surveyors to check the homes we manage to help us plan our refurbishment programme.

This involved contacting all our tenants to book appointments to inspect their homes to make sure they meet government standards for. Landlords should conduct this type of survey, called a Stock Condition Survey, every five years.

Thank you to all tenants who took part. With your cooperation, we were able to survey 83% of homes (over 11,000) and 100% of the external and communal areas in blocks. Without your help we could not have collected this data.

The survey revealed that **26% of homes**, more than a quarter, failed government standards for one or more reasons. As a direct result, we dealt with over **1,400 serious hazards**, significantly improving living conditions and safety for our residents. By focusing on the most urgent cases, we reduced the percentage of non-decent homes to **17% by April 2025**. Our target is to bring it down to 10% by April 2026 and 5% by April 2027.

The results of the survey are being used to plan a five-year refurbishment programme, focusing where improvements are needed the most.

Our five-year plan

We have committed to spend around £70m per year to upgrade homes in the next five years.

The most common problems found by our surveyors were window failure and damp and mould. We are going to be focusing on replacing windows and weatherproofing buildings to tackle damp and mould at its source, as well as building up our repairs teams so we can respond to your damp and mould reports more quickly.

We are also making energy efficiency improvements, because efficient homes are more comfortable and cheaper to heat. While most homes already meet the basic thermal comfort standards, we plan to make sure all homes reach an EPC (energy performance certificate) rating of C by 2030. Over 600 homes are scheduled for upgrades in the next three years.

We spent
£72m
on upgrading homes

1,043  Kitchens

867  Bathrooms

94  Roofs

411  Doors

134  Homes got new windows

84  Adaptations for disabled residents

288  Central heating boilers

Indicator	Our 2023/24 results (%)	Our 2024/25 results (%)	Benchmark* (%)
% of homes with all required gas safety checks carried out	99.7	99.9	99.8
% of homes with all required Fire Risk Assessments carried out	100	99.4	99.9
% of homes with EICR (electrical safety) certificates up to five years old	99.4	99.2	97.1
% of homes with all required asbestos management surveys or re-inspections carried out	100	100	100
Water - % of homes with all required Legionella Risk Assessments (LRAs) carried out	99.2	100	99.2
% of homes with all required communal passenger lift safety inspections (LOLER) carried out	25.8	93.7	98

**Housemark data helps us compare our results to other London local authorities. The benchmark is the average, so you can see whether we are performing better or worse than equivalent organisations*

Keeping your home safe

Keeping you safe is our top priority. We regularly check the buildings we manage for fire, gas, electrical and lift safety, as well as water quality (Legionella) and asbestos management.

We achieved between 99% and 100% in most categories. Lift safety inspections, which were a concern last year, improved dramatically to 93.7%.

We tackled damp and mould head-on, resolving 93% of the most serious cases revealed in our stock condition survey.

Fire safety

When we check buildings for fire safety, we make a note of everything that needs fixing on our system and give it a rating depending on how urgent it is. These are known as fire safety actions, and it is how we keep track of how safe our buildings are.

We have made good progress in addressing overdue fire safety actions, reducing the number from over 5,000 in April 2024 to 2,248 by the end of March 2025. All high-priority actions have been resolved, and we are continuing with replacing front doors for leaseholders and tenants.

Fires in 2024/25

As safe as we make our buildings, fires still happen – the important thing is that all the fire safety measures work, so that the fire doesn't spread. We had two fires in high-rise buildings during 2024/25, and in both cases the London Fire Brigade was satisfied that our buildings performed as they should and no one was hurt.

Personalised safety

In an emergency, would you need help to leave your home or have any difficulty responding to a fire alarm?

In 2024/25 we conducted **48 Person-Centred Fire Risk Assessments**. We ask residents to get in touch who are hearing or visually impaired, or wheelchair users, or have any other concerns about their mobility in an emergency, so we can make sure emergency services know who needs help if there is a fire.

To book your assessment contact
HousingManagement@lewisham.gov.uk

Building safety for tall buildings

We have a dedicated team that looks after the safety of our 55 high-rise buildings – that means any building with seven or more floors, or which is over 18 metres tall.

Each high-rise building has a Building Safety Manager who carries out regular checks to make sure they are safe from fire risks and structural issues.

- **Over 300** building inspections carried out
- **3** joint inspections with London Fire Bridge
- **12** sessions for residents to meet the Building Safety team and raise concerns
- **555** building safety documents uploaded to the Track My Risks database

Building Safety Resident Engagement Strategy

In 2024 we launched our Building Safety Resident Engagement Strategy after consulting residents of our high-rise buildings through surveys, drop-in sessions and focus groups.

The strategy sets out how we manage and control risks related to fire and structural failures. It aims to empower residents by providing clear and comprehensive safety information, making sure residents are aware of our duties as well as their responsibilities. It also explains how residents can raise concerns and complaints.

Building Safety panel

We have a dedicated Building Safety Resident Panel to give residents the chance to discuss and influence safety decisions.

Interested in joining?

Email BuildingSafety@lewisham.gov.uk



Housing management

What can your housing officer do for you?

- Support you to sustain your tenancy
- Help with changes to your tenancy
- Take reports of nuisance
- Offer rehousing advice
- Work with Tenants' and Residents' Associations
- Deal with breaches of tenancy
- Estate inspections on request

Contact HousingManagement@lewisham.gov.uk

Housing management highlights

- We welcomed **420 new tenants**
- We processed **424 tenancy changes**, for example, successions, mutual exchanges, changes of occupants
- We investigated **539 safeguarding referrals**, where staff or neighbours told us they were worried about a resident, including 56 hoarding cases
- We opened **148 domestic abuse cases**

Tackling anti-social behaviour

We want all residents to feel safe and supported in their communities.

In 2024/25, we dealt with 455 cases of anti-social behaviour (ASB), and **satisfaction with how we handle ASB rose from 52% to 56%**.

We are updating our ASB policy based on resident feedback. We are also improving how we support vulnerable residents, including those affected by domestic abuse.



"[The Domestic Abuse Support Officer] has been quite wonderful. Supportive and warm professional, a port in a dark storm. I can't thank her enough... She has made a difficult time so much easier"

Message from a domestic abuse survivor

A dedicated Domestic Abuse Support Officer now works closely with support services in the borough and beyond to ensure a joined-up response. We are committed to making every contact count, and our teams are trained to identify and respond to safeguarding concerns quickly and effectively.

Caretaking and grounds maintenance

We look after

- 55** high rise blocks (7 storeys or more)
- 829** low rise blocks
- 18** Independent Living blocks
- 33** hostel blocks
- 14,500** homes in total
- 126** acres of grass
- 21** acres of flower beds, shrubs and hedges



Bulk waste and fly-tipping

Our teams collect an average of 225 tonnes of bulk waste and fly-tipping per month.

That's around 2,700 tonnes per year, the equivalent of 1.2m bricks, which would be enough to build 74 three-bedroom houses!

Collecting bulk waste is a service we provide to our residents, but we are always working to combat fly-tipping on estates. New fines and enforcement powers agreed in 2025 will help us achieve this.

Making space for nature

The Space for Nature project is part of Lewisham Council's commitment to tackling the climate and ecological emergency and supporting a greener, healthier borough.

In Lewisham, green spaces make up around 20% of the borough and are essential not only for wildlife but for the health and wellbeing of residents. By creating more space for nature, we are helping to build a more climate-resilient borough and ensure everyone has



access to cleaner air, greener neighbourhoods, and thriving local ecosystems.

Using vehicles and machinery less regularly on our grass areas can save on carbon emissions and help filter the air around us from pollution bringing colour to our estates.



Grassland and wildflower meadows

Where possible, we seed grass areas with wildflowers or ornamental grasses and allow them to grow, cutting them just once a year. This is to provide more colour on our estates and boost pollinating insects such as bees and butterflies.

We continue to maintain grass edges throughout the year keeping paths tidy, as well as mowing areas near windows.

Food waste recycling

In 2024/25 we ran pilot programmes for food waste recycling to 259 flats in blocks. We wanted to give residents an opportunity to give us feedback on the process so that we can make sure it works for everyone. The target for 2025/26 is to have food waste recycling at all our blocks, or a total of 14,500 flats.



Pest control

In 2024/25 we treated 56 blocks for pests, including using our powers to force access to 12 properties. Forced access is always a last resort, but pest control treatments are only effective if we can access the entire block.

Independent living for older residents

Independent Living, sometimes referred to as **sheltered housing**, is a type of housing specially designed for older people to live independently in their own flats.

The purpose is to enable residents to remain independent for as long as possible. Residents are not supervised. They have their own key to their own front door and may come and go as they please.

We support **18 Independent Living blocks** with around **500 residents**.

We have a dedicated team of Independent Living Housing Officers so that residents have specialised support. We also organise free events throughout the year to make sure there are opportunities for residents to socialise.



Home ownership

	Our 23/24 results (%)	Our 24/25 results (%)	Benchmark* (%)
Leaseholder satisfaction with the overall service	33	33	50

*London local authority average provided by Housemark

Leasehold handbooks

In 2024 we published [a new downloadable handbook](#) for leaseholders dealing with the most common questions and issues that affect leaseholders, from how to respond to Section 105 consultations to selling your property. We also published a separate detailed [guide to the Section 20 \(major works\) consultation process](#); and a dedicated [guide for dealing with leaks](#) for leaseholders, to help you understand what is your responsibility and what is ours, and who to contact when a leak is coming into your home.

Leaseholder forum

Our leaseholder forum is an opportunity for leaseholders to hear about our current housing plans and have your say on issues that matter to you. Meetings are held online and [minutes are available on our website](#).

We held four meetings during 2024/25.

If you would like to join the leaseholder forum please email us at CommunityRelations@lewisham.gov.uk to get involved.



Right to buy in 2024/25

46 Right to Buy properties sold

£124,536 average discount to tenants buying their home

£5,728,680 total discount provided

914 Right to Buy applications received



Following the announcement of Right to Buy rule changes in late 2024, we received an influx of applications, in common with many boroughs across the country. We would usually expect around 30% to result in sales but given the speculative nature of many of these applications, we expect the percentage to be much lower.

Social value

Summary of 2024/25 social value for the Housing Service's contractors

In 2024/25 our contractors contributed an estimated £101,548.08 in social value, with an additional £429,4000 spent on annual salaries for 16 local employees/apprentices. Of those positions, six (and £236,900 in annual salaries) are our tenants.

Top social value contributors



Mulalley & Co:
£37,400 on social value, plus
£183,500 on local employment



Masher Brothers:
£17,600 on social value, plus
£49,499 on local employment



Case studies

Bridgehouse Gardens

With a grant from Veolia Community Trust and a social value contribution from Travis Perkins, a neglected corner of the Winslade Estate has been transformed. What used to be a disused car park and bin store entrance is now a natural oasis, complete with natural landscapes and Winslade's very own barn. Local residents were involved throughout the process, learning a wide range of practical skills in workshops that ranged from landscaping and food growing to carpentry and timber construction. The team behind the project are now looking to get community groups to use the barn more and have begun an 'adopt a patch' programme for their raised planters, three of which are now being used estate residents to grow food.

Tutors United

Tutors United provide English and Maths programmes to children living in Lewisham Council temporary accommodation. The programmes are delivered locally, at community centres throughout the



"It gives my son face-to-face learning in a small group where the kids interact and help each other. He has really fit in and is working hard. He has special needs ... nothing fills me more with happiness than to see him overcome his language and communication barriers."

borough. Classes are kept small – no more than six pupils at a time – to make sure each child gets the support and attention they need.

Our contractor Mulalley & Co help us secure a £10,000 grant from the South East Consortium Foundation to keep the programme going.

Our performance

Tenant Satisfaction Measures (TSM) scorecard

This table is our report against the Regulator of Social Housing's Tenant Satisfaction Measures.

* The figures in the 'benchmark' column are the average figure for London local authorities, provided by Housemark, so you can see if we are doing better or worse than similar organisations.

Indicator	Our 2023/24 results	Our 2024/25 results	Benchmark*
Customer relations (percentages rounded to whole numbers)			
% of Stage 1 complaints responded to on time	83%	34%	69%
% of Stage 2 complaints responded to on time	80%	73%	67%
Number of stage 1 complaints received per 1,000 homes	100	99	73
Number of stage 2 complaints received per 1,000 homes	25	29	17
ASB cases opened per 1,000 homes	13	24	24
ASB cases opened involving hate incidents per 1,000 homes	0.6	0.3	0.7
Compliance			
% of homes with all required gas safety checks carried out	99.7%	99.9%	99.8%
% of homes with all required Fire Risk Assessments (FRAs) carried out	100%	99.4%	100%
% of homes with all required asbestos management surveys or re-inspections carried out	100%	100%	100%
Water - % of homes with all required Legionella Risk Assessments (LRAs) carried out	99.2%	100%	100%
% of homes with all required communal passenger lift safety inspections (LOLER) carried out	25.8%	93.7%	99.3%
Repairs (percentages rounded to whole numbers)			
% of homes that do not meet the Decent Homes Standard	24%	17%	7%
% of non-emergency responsive repairs completed on time	66%	69%	83%
% of emergency responsive repairs completed on time	61%	93%	94%

Indicator	Our 2023/24 results	Our 2024/25 results	Benchmark*
Customer Satisfaction (percentages rounded to whole numbers)			
Tenant satisfaction with the overall service	55%	51%	62%
Tenant satisfaction with landlord's overall repairs service	58%	58%	64%
Tenant satisfaction with time taken to complete most recent repair	49%	53%	61%
Tenant satisfaction that their home is well maintained	55%	51%	63%
Tenant satisfaction that their home is safe	63%	61%	69%
Tenant satisfaction that their landlord listens to their views and acts upon them	46%	44%	53%
Satisfaction that the landlord keeps tenants informed about things that matter to them	67%	66%	71%
Agreement that the landlord treats tenants fairly and with respect	60%	62%	72%
Tenant satisfaction with landlord's approach to complaints handling	22%	26%	26%
Tenant satisfaction that their landlord keeps communal areas clean and well maintained	62%	61%	63%
Tenant satisfaction that their landlord makes a positive contribution to the neighbourhood	61%	57%	66%
Tenant satisfaction with landlord's approach to handling of anti-social behaviour (ASB)	52%	56%	60%

Regulatory notice from Regulator of Social Housing

In March 2024 the Regulator of Social Housing published a regulatory notice confirming that our Housing Service was failing to meet its standards. This came after we referred ourselves to the Regulator in 2023 to make sure that we are accountable and that our improvement plans are supervised. Our directors meet with a team from the Regulator once a month to keep them updated. This will continue until we have satisfied their concerns and the regulatory notice is lifted.

Housing Ombudsman investigation

We have also been working with the Housing Ombudsman service to help them investigate a high number of maladministration findings against the service. This happens when a resident complains to the Ombudsman about an issue, and they find that we were at fault. We provided evidence for the investigation in December 2024 and the investigation team visited our offices in January 2025. Their report is expected in the second half of 2025, and we will share its findings with residents.

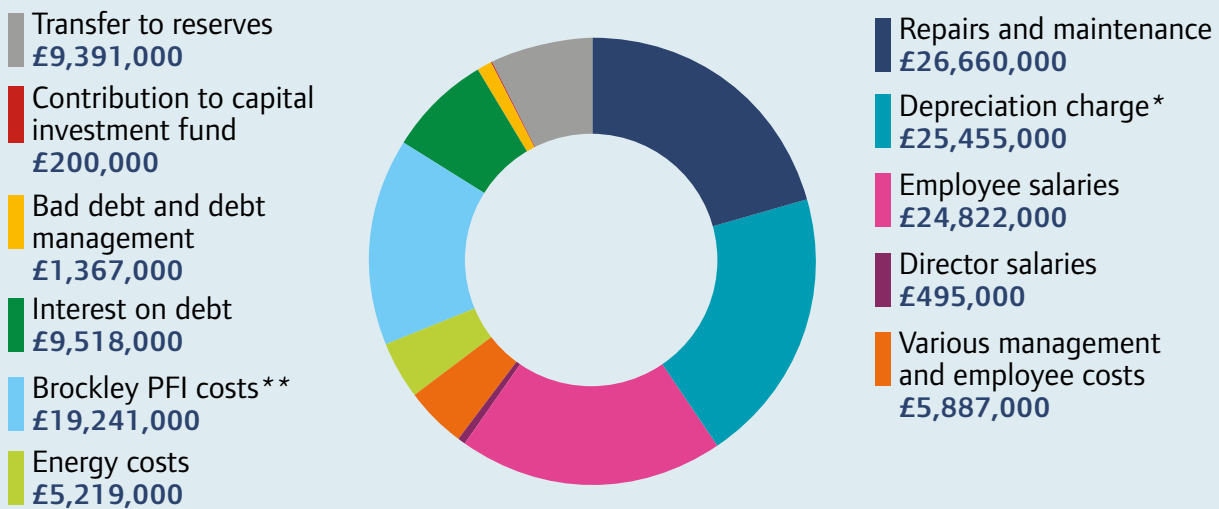
Our income and how we spend it

The Housing Revenue Account (HRA) is where we collect income from rents and service charges. These funds are ring-fenced and can only be used for housing and related services.

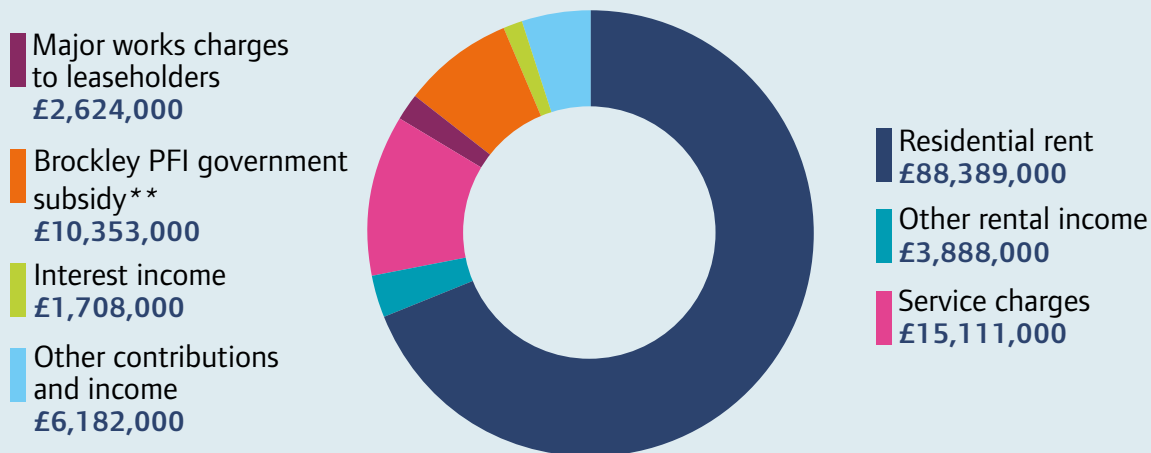
The HRA is a balanced budget, which means that

the income and expenditure are the same. If we have a surplus (our income is bigger than our expenditure) we can add to our reserves, and if we have a deficit (expenditure bigger than income) we will draw on those reserves to balance the budget.

Expenditure total – £128,256,000



Income total – £128,256,000



* The depreciation charge helps make sure there is funding available to refurbish buildings as they wear out over time. This money goes to our capital investment fund, where it will be spent on major works.

** The Pinnacle Brockley (Regenter B3) Private Finance Initiative contract covers the management of 1,810 council homes in the Brockley and Ladywell areas. This contract is due to expire on 3 June 2027.