



Housing Annual Report 2024–25

Welcome to the 2024–25 Housing Annual Report, that summarises our annual performance against the Department’s Housing Service Standards and the Regulator of Social Housing consumer standards.

The first ever regulatory inspection¹ of the Department took place in the autumn of 2024 to assess whether we are meeting the consumer standards. The Regulator of Social Housing found a limited number of serious failings in the delivery of our services. Whilst this was not the outcome we were looking for, we are keen to make improvements and to ensure residents receive a service that they deserve.

One of the outcomes of the inspection was to improve our electrical safety testing regime for residential homes and communal areas, and since the inspection we have put a robust plan in place which has increased the percentage of electrical tests completed. An action plan was also agreed to complete all outstanding fire safety remedial actions, and throughout the year nearly all outstanding water safety and asbestos checks have been completed.

A five-year cycle of stock condition surveys commenced in May, with 20% of our homes being surveyed every year. This will help inform future major works projects and provide confidence that we understand our stock and are able to meet the Decent Homes Standard.

The Tenant Satisfaction Measures (TSMs) were published for the first time during 2024. We were above average on overall tenant satisfaction when compared to other inner-London boroughs, and scored high

on tenants feeling safe in their homes and being treated fairly and with respect. Some areas – like tenant satisfaction with the repairs service and complaint handling – needed improvement. In response, resident focus groups were held, resulting in agreed action plans for improvement.

The informal participation routes for residents is also an area where we will make improvements. The number of ways residents can get involved has increased, and the new Resident Participation Manager is working hard to improve this. In addition, the Residents’ Conference in October 2024 was open to all council residents and a new Participation Register* was launched so residents can get involved in an area of their choosing.

The past 12 months have been a period of significant learning for the Department and we are committed to making improvements for residents.

This report was produced with residents via a focus group, and I’d like to sincerely thank all the participants for their valuable contributions.

Dave Worth
Executive
Director of
Housing



The Annual Report tells you how well we have done in four key areas:

- Safety and Quality
- Transparency, influence and accountability
- Neighbourhood and community
- Tenancy

A traffic light system is used in the report to assess how well we have performed.

-  standard met
-  standard partially met, some work to do
-  work required to meet the standard

* Council residents means council tenants, leaseholders and people living in properties managed by a Resident Management Organisation (RMO).

[wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing)

¹ To read the regulatory judgement, visit: www.gov.uk/government/publications/london-borough-of-wandsworth

Tenant Satisfaction Measures (TSMs)



The Regulator of Social Housing introduced the Tenant Satisfaction Measures in 2024 to measure the performance of all social housing landlords.

Introduced as part of the Social Housing Regulation Act (2023), the measures include 12 tenant perception measures based on satisfaction with service delivery, and 14 management information questions related to performance in areas of health and safety (for example gas safety and asbestos). The measures also include how well landlords respond to complaints. The tables below show TSM outcomes for 2024/25 and 2023/24, based on over 1,100 face-to-face interviews with tenanted households each year. To view the full TSM report, please visit: [wandsworth.gov.uk/tenant-satisfaction-measures](https://www.wandsworth.gov.uk/tenant-satisfaction-measures)

Tenant perception measure	Wandsworth year end 2023/24	Wandsworth year end 2024/25
Overall service from the landlord	64%	65%
Satisfaction with repairs	53%	58%
Satisfaction with time taken to complete most recent repair	52%	57%
Satisfaction that the home is well maintained	59%	61%
Satisfaction that the home is safe	76%	70%
Satisfaction that the landlord listens to tenant views and acts upon them	51%	50%
Satisfaction that the landlord keeps tenants informed about things that matter to them	66%	62%
Agreement that the landlord treats tenants fairly and with respect	77%	78%
Satisfaction with the landlord's approach to handling complaints	16%	22%
Satisfaction that the landlord keeps communal areas clean and well maintained	56%	58%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	67%	65%
Satisfaction with the landlord's approach to handling anti-social behaviour (ASB)	67%	62%

Management information measures

Non-emergency repairs completed within target timescales	85%	81%
Emergency repairs completed within target timescales	98%	97%
Proportion of homes that do not meet the Decent Homes Standard	5%	5%
Fire safety checks	100%	100%
Gas safety checks	99%	99%
Asbestos safety checks	65%	100%
Water safety checks*	17%	97%
Lift safety checks	84%	100%
% of stage 1 complaints responded to in target time	79%	71%
% of stage 2 complaints responded to in target time	57%	79%
Number of stage 1 complaints (per 1,000 homes)	11.6	12.7%
Number of stage 2 complaints (per 1,000 homes)	5.4	6.1%
Number of ASB cases opened (per 1,000 homes)	17.4	13.5
Number of ASB cases that involved hate incidents opened (per 1,000 homes)	0.2	0.1



Safety and Quality

The safety of our residents and the quality of their homes is a top priority for the Department. This is measured by the decency of our stock, the health and safety of residents, the repair service, property accessibility and the sustainability of homes.

How we met the standard in 2024/25

Top priorities and actions:

Stock Decency: **6.5%** of tenanted homes have received a stock condition survey. A full stock review is underway, starting with **20%** of tenanted properties next year. All properties aim to be completed within five years.

Repairs: Following a focus group with measurable outcomes, a Deep Dive Review with residents is planned and will drive long-term service improvements.

Damp & Mould: With **1,011** mould washes completed by the mould removal team last year, demand remains high. The team has grown, and new response timeframes will be aligned with Awaab's Law.

Electrical Installation Condition Report (EICRs): Urgent action is underway to ensure EICRs are completed, and so far **69%** of homes and **76%** of communal areas have received EICRs, with **100%** due for completion by year-end.

- **£645,000** was spent on estate environmental improvements such as children playgrounds and community gardens
- **51** major work projects were underway which included roof renewals and window replacements
- **77** properties in Roehampton and Tooting received Warm Home Grants
- An **improvement plan** is being developed to address inefficiencies in the borough's largest communal heating systems
- Over **80,000** repair orders were completed and the number of outstanding repairs fell from a high of **3,153** to **1,973** by year-end.
- Tenant satisfaction with repairs and the time taken to complete a repair has improved



Mould wash undertaken in a tenanted home

- **319** disability adaptations were completed against a target of **190**
- **95%** of those tenants who received a mould wash were very satisfied with the service
- There are **1,233** fire remedial actions outstanding, which is down from **1,700** since September 2024
- **35** sheltered housing schemes have retrofitted sprinklers, up from 23 last year
- **92%** of properties have received a smoke alarm
- **99%** of properties have received a carbon monoxide detection alarm



Winter warm packs

“ Following the inspection, we're acting on the Regulator's feedback to improve services and ensure homes are safe, well maintained, and high quality—driven by our commitment to lasting change for tenants. ”

CLlr Dikerdem



Tenancy

Social housing must be allocated fairly and transparently to meet residents' needs, with support available when needed. We measure this through how homes are allocated, the support offered, and the flexibility for tenants to move.

How we met the standard in 2024/25

Top priorities and actions:

Homelessness: Rising demand saw **5,191** applications last year. Homeless prevention is key, and **436** vulnerable families had their homelessness prevented, up from **288** in 2023/24.

Rough Sleeping Hub: Opening later this year on Lavender Hill, the new hub will bring together services to better support people with complex needs.

Tenancy Moves: Tenants need choice, and last year **19** moved through mutual exchanges and **89** under-occupiers downsized which freed up larger homes for families in need. These tenant mobility schemes will continue to be promoted to increase the number of moves.

Rent Arrears: The cost of living has hit some households hard. The Tenancy Support Service have worked tirelessly resulting in **328** tenants being supported to reduce arrears.



Younger residents enjoying life on our estates

- **2,499** social housing applications were received
- The number of social housing allocations rose to **1,381** from **1,202** in 2023/24
- **5,191** applications made for homelessness assistance and advice
- The total number of temporary accommodation placements was **4,143** at the end of the year
- **1,198** new households were placed into temporary accommodation

- It took an average of **32** days to re-let a property
- **19** households were rehoused via the Mutual Exchange scheme
- **115** rough sleepers were offered temporary accommodation and **46** were permanently rehoused
- There were **24** tenant House Purchase Grants issued
- Total rent arrears was **£11.7m** at the end of the financial year
- The Financial Inclusion Team (FIT) supported **652** tenants in reducing their rent arrears
- **116** tenants attended workshops delivered by FIT
- Completed **2,311** occupancy checks on our tenants which helps us detect vulnerable residents, update tenant records and any property issues
- **36** illegally occupied properties were recovered by the council in partnership with the South West London Fraud Partnership



Councillor Dikerdem welcomes a family into their new home



Neighbourhood and community

We want our communities to be safe, welcoming, and active spaces. We measure this through resident participation in events, partnerships with agencies like the police and NHS, and our response to antisocial behaviour and domestic abuse.

How we met the standard in 2024/25

Top priorities and actions:

Protocols & cooperation: joint working makes residents safer, and the Department is working with St George's Hospital on a new protocol to reduce discharge delays and homelessness.

Domestic Abuse: The number of domestic abuse cases are rising. The Department is committed to re-accreditation with the Domestic Abuse Housing Alliance¹ (DAHA) to uphold the highest standards of support.

Partnership Working: Community safety is essential, and the Joint Control Centre has received investment to increase CCTV coverage and strengthen police collaboration.

Community Investment: New green spaces like the Coronation Gardens playground in Southfields and the Oasis open day on Thessaly Road support social mobility and wellbeing, and more projects are planned for next year.

¹ To learn more about DAHA, visit their webpage: www.dahalliance.org.uk

Local cooperation:

- SW15 Women's Network won awards for community food and environmental work
- Engagement events such as the **Residents' Conference** was shaped by resident feedback
- Removed **37,362** square metres of graffiti at a cost of **£308,423**
- **64,295** calls were made to the Joint Control Centre (JCC)
- **Clean-up day's** were organised to reduce litter and help maintain gardens for sheltered residents
- Chelsea Football Club continue to deliver the Chelsea Kicks programme, with **328** young people in Wandsworth signed up
- WorkMatch supported **286** of our residents into employment
- Spent **£184,336** from the Small Improvement Budget for RAs to fund community projects compared to £127,051 during 2023/24



Clean up at Surrey Lane

- The **Wandsworth Gardening Competition** returned for its second year with even more entries than last year

Antisocial Behaviour:

- **94%** of noise complaints responded to within five days
- There were **four** evictions due to ASB during 2024/25
- A Section 80 noise abatement notice, issued to stop statutory nuisance noise, was served to **four** tenants and **one** leaseholder

Animal welfare team response

626

dog related incidents were responded to by the animal welfare team

13

prosecutions were made against these with a

142

verbal warnings to dog owners who broke byelaws

100%

success rate

223

micro-chipping enforcement notices issued

Domestic Abuse

- There are **41** Domestic Abuse Champions who provide essential support to our staff when responding and managing domestic abuse cases
- The Department continues to have regular representation at the **Multi-Agency Risk Assessment Conference (MARAC)**
- A robust partnership remains in place with the Violence Against Girls and Women (VAWG) **strategy steering group**
- Mandatory **refresher training** was undertaken by staff on recognising and responding to domestic abuse
- The Domestic Abuse Coordinator delivered tailored training sessions to our staff to support them in their roles



Transparency, influence and accountability

Being transparent, fair and attentive to residents is fundamental to delivering a strong service that truly reflects their needs. This is demonstrated through how we engage with residents, the performance data we hold and how we act on it, how we manage complaints, and the ways we gather and act on resident feedback.

How we met the standard in 2024/25

Top priorities and actions:

Complaints: Following a resident-led focus group, an action plan is in place to improve complaint handling and to ensure full compliance with Housing Ombudsman standards.

Policies and strategies: All policies undergo Equality Impact Need Assessments and must be accessible to residents. Easy-read versions of strategies were reviewed and re-introduced, and residents will be consulted on all upcoming strategy reviews.

Transparency: Tenant satisfaction measures are published online and closely monitored. Reader panels and focus groups were held throughout the year and will continue to hold the Department to account.

Resident engagement: Residents must have clear, accessible ways to share their views. Activities are expanding borough-wide and are open to all. Residents are encouraged to join the participation register.

- 471 complaints were received during 2024/25
- 234 complaints were upheld
- 68% of all complaints were dealt with at stage 1
- 75% of stage 1 complaints were responded to within target time
- A **Housing Asset Management** strategy was published that outlines how we manage our stock
- Following a focus group with residents, the accreditation length for RAs increased from **one** to **two** years
- 16 Housing Community Champions were active
- **Translation services** were provided to residents
- The Building Safety Resident Engagement Strategy was published

Residents' Conference

- The Residents' Conference was open to all council residents
- Nearly **100** residents attended
- **53%** of attendees were tenants
- Keynote speakers included the Regulator of Social Housing and the London Fire Brigade
- **20** community groups/partners hosted stalls
- British Sign Language interpreters attended to provide translation services
- Workshops by partners such as the Cost of Living team and Thinking Works were delivered, offering guidance on resident resources and valuable energy-saving tips.

Participation Register – Get Involved!



All council residents can join the new Participation Register* so they can choose the topics and activities that they wish to engage in.

Once registered, residents will be contacted when an activity becomes available.

So far, we have received over 100 registrations!

* To join the Participation Register, please visit the webpage www.wandsworth.gov.uk/join-participation-register or email participationregister@wandsworth.gov.uk



Cllr Hogg chatting with a Housing Community Champions

“ We are committed to building a fairer and more accountable service, and our new Resident Participation Manager has been supporting us in ensuring essential services like repairs and complaints are shaped by resident feedback. Please join the Participation Register and help drive change!

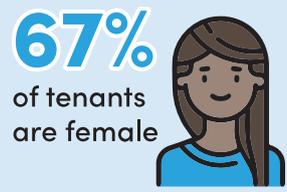
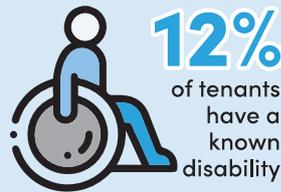
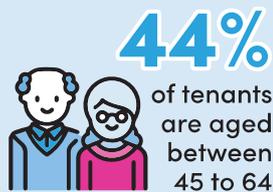
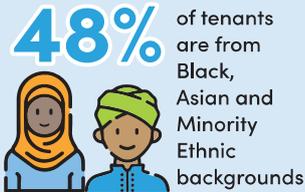
Cllr Matthew Tiller, Deputy Cabinet Member for Housing



Our tenants – a snapshot of equality, diversity and inclusion

The council owns and manages over **32,000** homes of which **52%** are tenanted and **48%** are leasehold. Leaseholders are not required to provide their personal information but tenant data is collected when they sign up for their tenancy.

We are proud to be a diverse borough¹ and this is reflected in our tenant profile:



¹ Annual equality, diversity and inclusion reports of our council tenants and service users can be found on our webpages: www.wandsworth.gov.uk/housing-and-equalities

Housing Ombudsman

The Housing Ombudsman Service* (HOS) is a free complaint resolution service for social housing tenants and leaseholders. Our complaints process aligns with the Housing Ombudsman Service (HOS), and we fully support its resolution efforts. During 2024/25 we had:



25

determinations made by the HOS

49

mal-administration findings

82%

cases related to complaint handling, repairs, damp and mould, and ASB

91

orders issued

£17,000

paid out in compensation

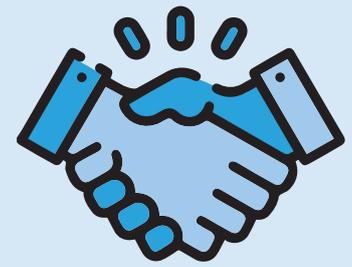
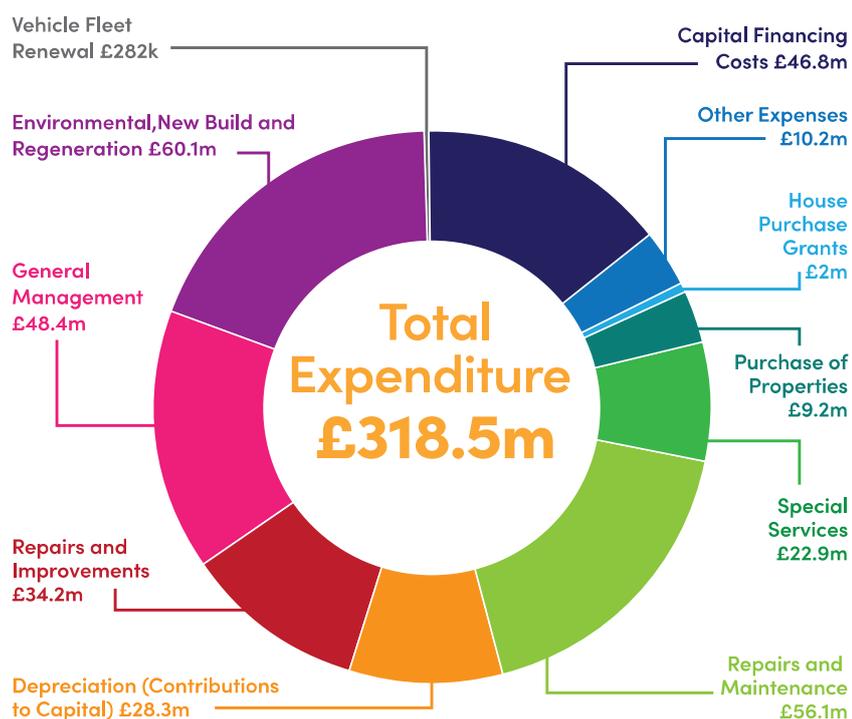
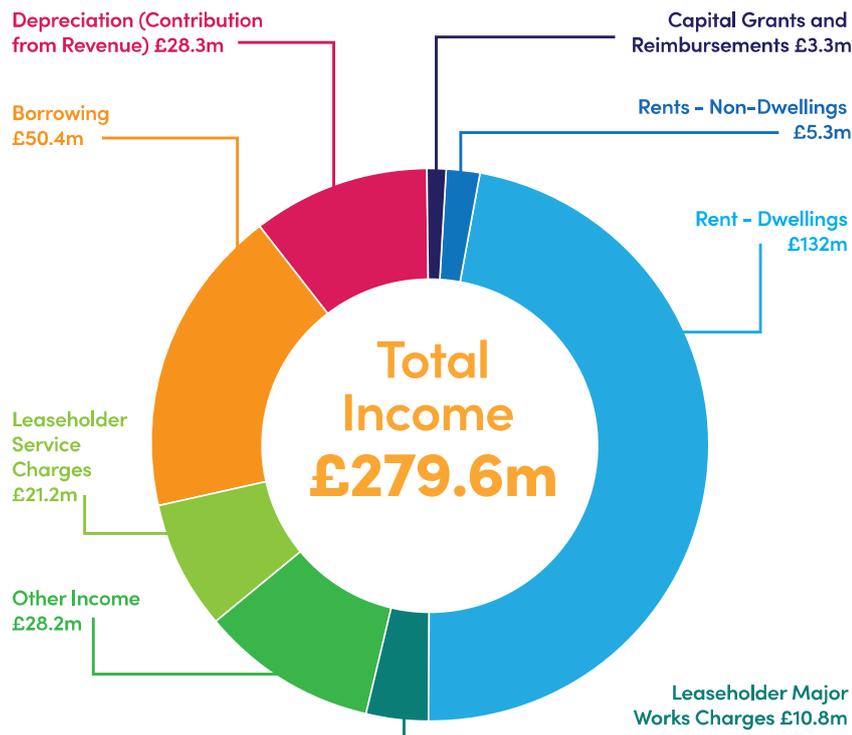
* To learn more about the Housing Ombudsman service and its findings, please visit their webpage: www.housing-ombudsman.org.uk/reports



Residents celebrate moving into their new home at Gerard House

How we are managing your money

The Housing Revenue Account (HRA) contains the income and expenditure of managing housing stock and providing housing management services. Rent from homes makes up most of our income, whilst general management, repairs and improvements make up most of our expenditure. Although HRA¹ spending exceeds income, the Department has strong reserves which secures our financial stability. See below a breakdown of the HRA income and expenditure.



Our commitments:

- ◆ Undertake stock condition surveys to all our homes within the next five years
- ◆ Complete a deep dive review of the repairs service and identify where and how improvements can be made
- ◆ Introduce new measures on damp and mould performance
- ◆ Increase participation across the informal structures
- ◆ Enhance the boroughs CCTV coverage and upgrade the Community Clubrooms through the Neighbourhood Renewal Fund
- ◆ Achieve bronze Domestic Abuse Housing Alliance accreditation by the end of 2025
- ◆ Work with partners on delivering a new bespoke domestic abuse training programme
- ◆ Introduce Resident Association networking events
- ◆ Review the antisocial behaviour policy statement
- ◆ Introduce specialist roles within the homelessness team to provide tailored support to those with complex vulnerabilities

¹ For more information on the HRA account, search 'Housing OSC Outturn Report 2024/25 (Paper No.25-191)' on the committee webpage: <https://democracy.wandsworth.gov.uk/ieDocSearch.aspx>