

WANDSWORTH BOROUGH COUNCIL - HOUSING DEPARTMENT
AREA HOUSING PANEL PERFORMANCE INFORMATION

October 2025

Quarter 1: April - June 2025

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Key to Direction of Travel: Where a comparison with either the previous quarter or the equivalent quarter in the previous financial year is shown, an arrow indicates the direction of change between the previous quarter and the current quarter.

Introduction

Information on the quarterly performance of the housing management Area Teams and the contractors under their control is provided on the following pages of this document. This paper will be reported to each Area Housing Panel where the Area Housing Manager will briefly introduce the statistics at the meeting and will respond to any questions the residents' representatives may have.

The figures below relate to Council tenants and leaseholders who are required to pay rent and / or a service charge for the management services provided by the area teams as at 1st April 2024.

Residential properties managed by resident management organisations (RMOs)

	Tenanted	Leasehold	Total	Area Team
Allsaints Coop	23	26	49	Southern
Battersea Fields RMO	336	174	510	Central
Carey Gardens Coop	229	173	402	Eastern
Convent Coop	34	61	95	Central
Felsham Coop	44	44	88	Western
Goulden House Coop	41	228	269	Southern
Mccarthy Court RMO	38	40	78	Southern
Patmore Coop	578	276	854	Eastern
Totteridge Coop	103	35	138	Central
Wimbledon Coop	49	230	279	Western
RMOs Total	1,475	1,287	2,762	
Grand Total	17,163	15,575	32,738	
Percentage Breakdown:	52.4%	47.6%	100%	
Direction of travel:	↑	↑		

Residential properties managed by area housing team:

	Tenanted	Leasehold	Total	Percentage of stock
Central	3,270	4,339	7,609	25.38%
Eastern	4,877	2,898	7,775	25.94%
Southern	3,276	3,659	6,935	23.14%
Western	4,265	3,392	7,657	25.54%
Total	15,688	14,288	29,976	100.00%
Direction of travel:	↑	↑	↑	

Stock condition

Proportion and Number of Homes Non-Decent (not meeting the Decent Homes Standard)

Target for 2025/26: Achieve 95% compliance with the Decent Homes Standard

The Council met the Decent Homes Standard in 2007/08 and continues to ensure that properties do not become non-decent. A fresh stock condition survey was carried out during 2023/2024 across a broader range of our housing stock. However, in response to the Regulator of Social Housing inspections in November 2024, the Council commenced a 5-year programme in May 2025 to inspect 100% of tenanted stock which is expected to produce more accurate assessments of our stock. The table below shows progress made at the end of Q1 2025/26.

95% decent remains a strong position for the Council and any properties found to be non-decent are being added into the capital works programme. Where an individual tenant does not want work carried out on their home to bring it up to the Decent Homes Standard, then the home can remain below the standard until the property is vacated, at which point the necessary work can be undertaken. Whilst the home is occupied it is not counted as non-decent for reporting purposes (Department for Levelling Up, Housing and Communities). There are a few exceptions to this, e.g. where works are required to maintain the structural integrity of the dwelling or prevent other components within the dwelling from deteriorating. These dwellings are counted as non-decent.

The Decent Homes Standard has four criteria, which are as follows:

1. It meets the current statutory minimum standard for housing (i.e. the dwelling should be free of category 1 hazards under the Housing Health and Safety Rating System (HHSRS)
2. It is in a reasonable state of repair*
3. It has reasonably modern* facilities and services
4. It provides a reasonable* degree of thermal comfort.

*as defined by the Department for Levelling Up, Housing and Communities

Number of Stock Condition Surveys completed to date by Area Team

As at June 2025*	Central	Eastern	Southern	Western	Total
Stock condition surveys completed to date*	121	34	3	0	158
Total tenanted Homes	3,270	4,877	3,276	4,265	15,688
HHSRS identified	4	5	0	0	9
% of tenanted homes surveyed	3.70%	0.69%	0.09%	0%	1.00%

*The 5-year stock condition surveys across all tenanted properties commenced in May 2025.

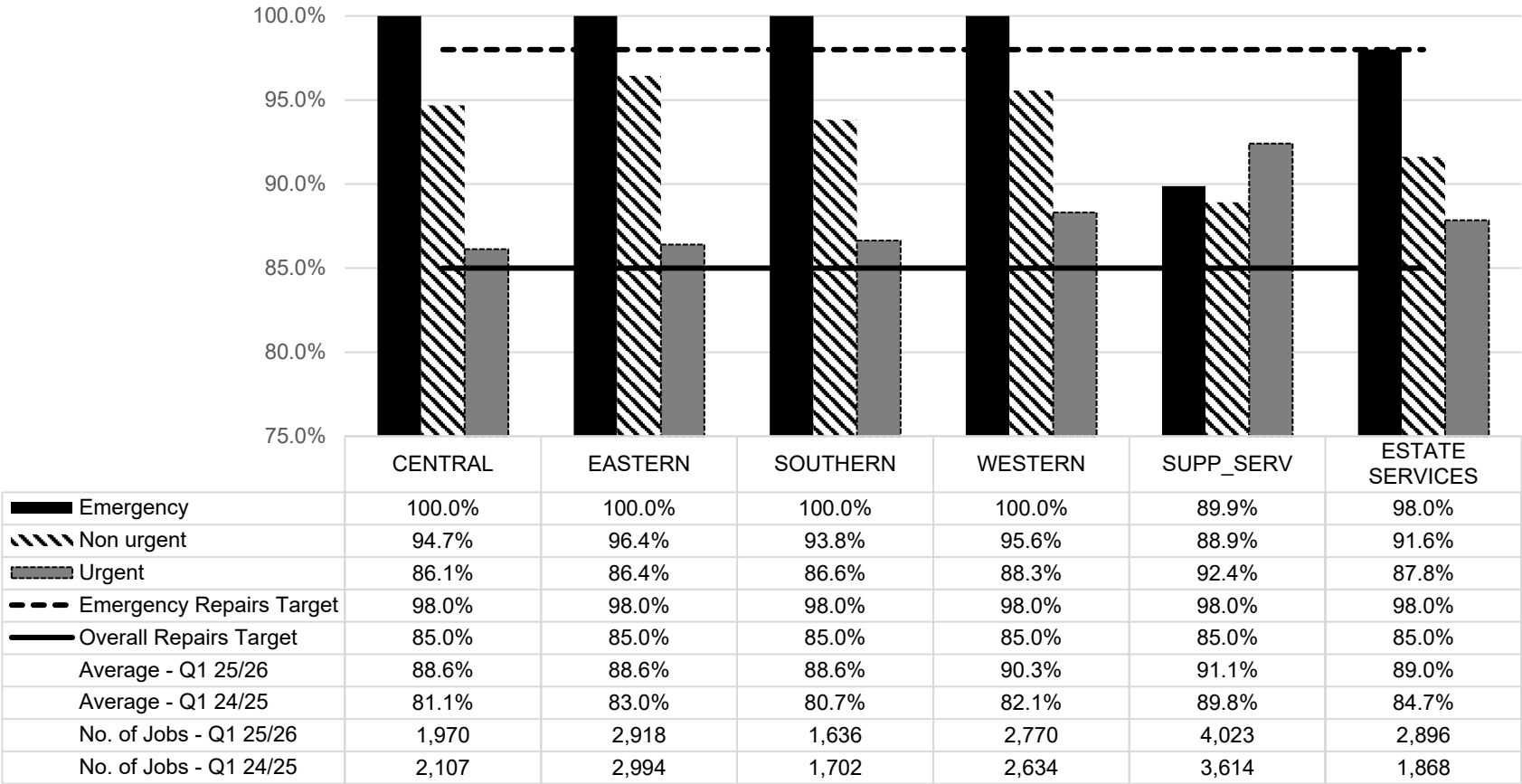
Completion of repairs within priority times allocated

The Department is responsible for ensuring that repairs to tenanted properties are completed on time. When completing repairs each area team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not be considered as exhaustive. For emergency repairs the area team will first aim to make the repair safe within the time allocated, if more work is then needed a subsequent repair order will be raised.

Category	Response target	Type of repair
Emergency	Within 2 hours of notification	Major bursts etc where unable to isolate supply Danger to persons. Lifts in blocks of 10+ storeys and sheltered blocks
	Within 4 hours of notification	Other lifts Entry call door where system failed in lock mode
	Within 24 hours of notification	Heating & hot water Entry call door – other faults
	Within 1 working day	Emergencies Burst pipes Loss of power
Urgent	Within 3 working days	Total or partial loss of space heating or hot water or partial loss of water
	Within 7 working days	Repairs to water supply installations (enhanced priority for elderly and/or disabled residents)
Non-urgent	Within 10 working days	Work to vacant properties for re-letting
	Within 20 working days	Repairs to windows, doors and minor leaks
	Within 60 working days	Planned repairs – fencing, paving, and surface renewal etc.

Repairs performance is closely monitored by the Housing Department. **Graph 1** below sets out the repairs performance of housing management area teams, the estate services section and the engineering services section. The graph shows the number of orders and percentage achievement for all priorities grouped into emergency (2-24 hours), urgent (3 to 7 days) and non-urgent (10+ days). The Department aims to complete **85%** of all repairs within the target times allocated, and **98%** of emergency repairs within the target times.

Graph 1: Repairs completed within target



Direction of travel



The Area Teams are responsible for the maintenance of tenanted properties and associated block repairs; the Engineering Services section maintains and repairs lifts, entry-call systems, heating, etc. and the Estate Services section maintains the communal parts of all estates and non-residential properties.

Increased contract monitoring arrangements, including monthly performance reporting and regular meetings are in place to ensure contractors are completing jobs within target times.

The total number of repairs reported by Area Teams during Q1 of 2025/26 was 9,294. The overall repairs percentage in target for Q1 2025/26 was 89% (8,279), compared to 79% in the previous quarter.

The cumulative number of repairs completed for the year to date, and number of repairs completed on time across all priorities for each area team is as follows:

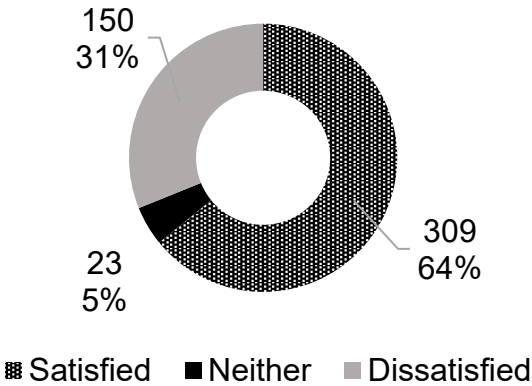
- **Central** completed 1,970 repairs in Q1, 1,745 (89%) of these were completed within target time.
- **Eastern** completed 2,918 repairs in Q1, 2,584 (89%) of these were completed within target time.
- **Southern** completed 1,636 repairs in Q1, 1,449 (89%) of these were completed within target time.
- **Western** completed 2,770 repairs in Q1, 2,501 (90%) of these were completed within target time.

Tenant Repairs Satisfaction

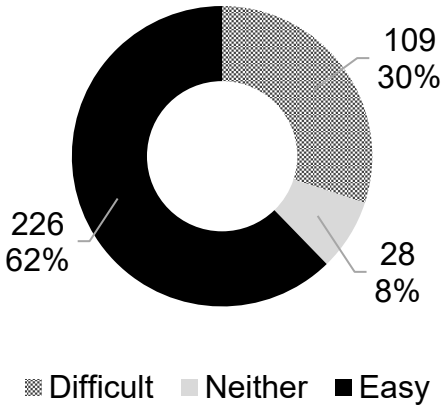
A transactional survey measuring repairs satisfaction began in February 2021, where tenants who have a repair completed within their home are sent a text message to complete a short satisfaction survey. Satisfaction with all repairs for both tenants and leaseholders is also asked through the Tenant Perception surveys carried out annually. The following two graphs display tenant satisfaction on Council repair completions between April 2025 to June 2025:

Repairs satisfaction has increased since Q4 (58%) and stands at 64% as of Q1 25/26. There was also an increase in percentage of tenants who found it easier to get their repair completed (62% in Q1 25/26 compared to 57% in Q4).

Graph 2: Overall, how satisfied or dissatisfied are you with the repairs service you received on this occasion?



Graph 3: How easy or difficult was it to get your repair completed?



Cleaning Monitoring: Inspections on residential blocks and estates

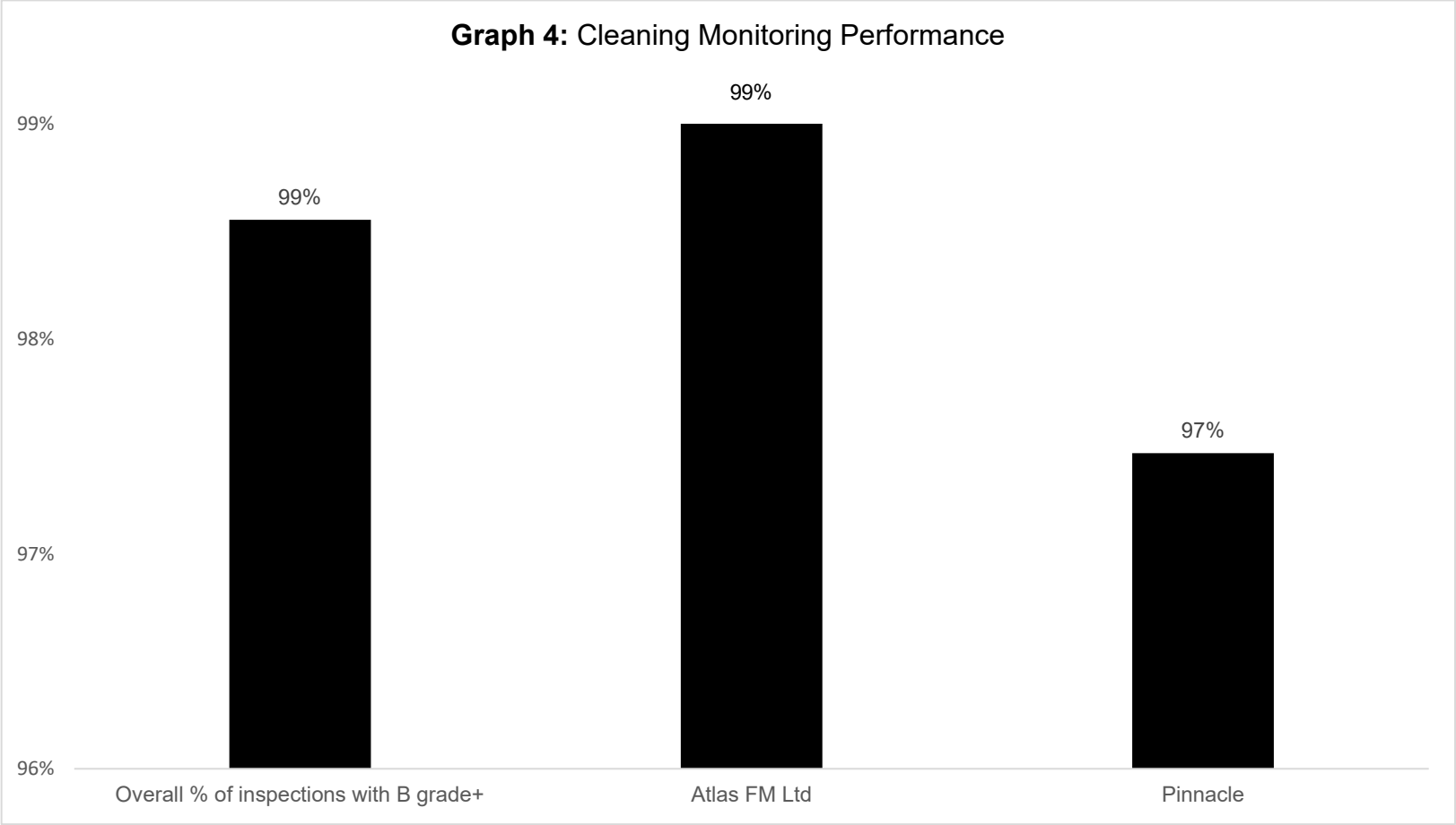
Target for 2025/26: 96% of cleaning inspections on residential blocks and estates to receive a grade B or above

The Department has a dedicated estate services team that operates 24 hours a day, and two contractors (Atlas FM Ltd and Pinnacle) are hired to carry out cleaning and maintenance to the communal areas of the estate / block.

Regular cleaning inspections are carried out to monitor the performance of the two contractors to ensure they are meeting the agreed standards highlighted in the [HouseMark Caretaking and Cleaning Standards](#) document which provides indicative standards of cleanliness in photographic form for a range of elements (such as light fittings, handrails, floors, lobby areas, etc). There are four photos for each element, representing the following four standards and are graded from A-D as follows:

Grade	Description
A	Excellent
B	Good
C	Poor
D	Unacceptable

During the inspection, the Council awards a grade to each of the fifteen elements in the block or estate item which have been inspected using the grading system above. All grades across the elements are then averaged, and the contractor is provided a final A to D grade.



During Q1 25/26, the Council inspected 310 blocks and 36 estates, with 188 (54%) being cleaned by Atlas FM Ltd (formerly Lewis & Graves) and 158 (46%) by Pinnacle. 98% of all the inspections were graded B+ and 14.97% grade A of which,

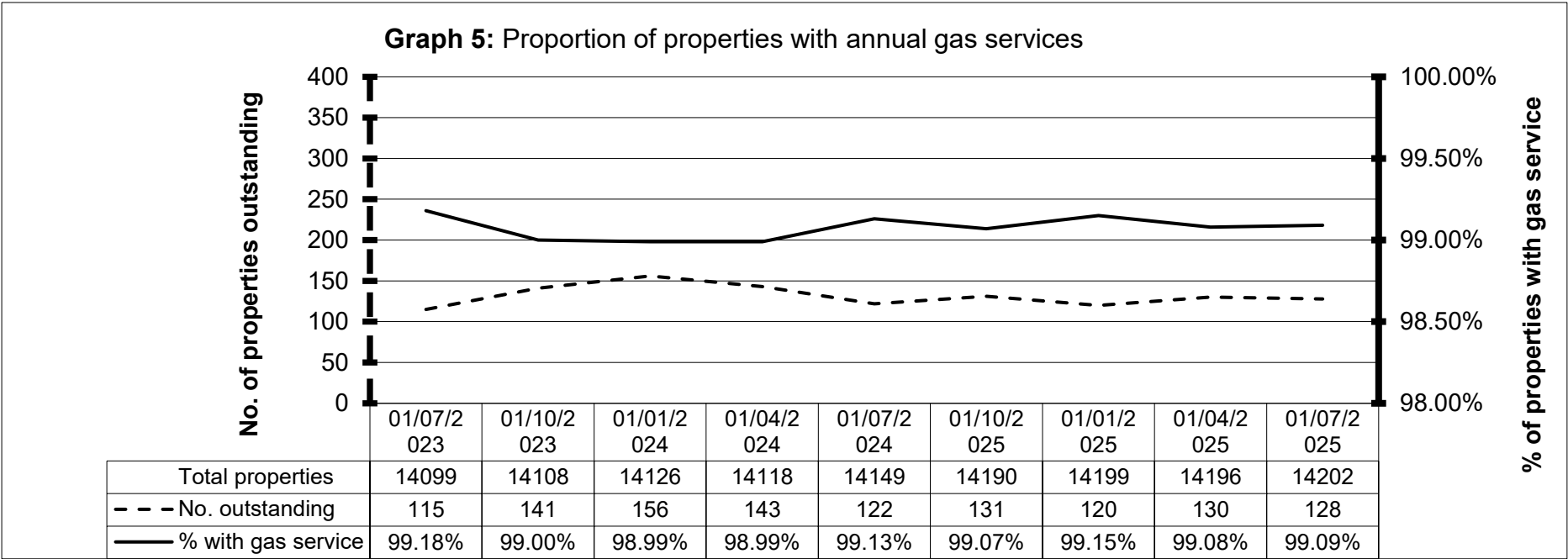
- 99% of inspections carried out by Atlas FM Ltd were graded B+ (20% receiving a grade A), and
- 97% of inspections carried out by Pinnacle were graded B+ (12% receiving a grade A).

Proportion of gas service certificates outstanding

Target for 2025/26: 99% of properties with a gas service in the last 12 months

A landlord safety certificate is the minimum required by the Gas Regulations. All homes with gas appliances should be checked annually by a Home Safe registered engineer who will undertake repair work and issue a gas safety certificate. For owner occupiers it is good sense, for landlords it is a legal requirement. Landlords should ensure that their tenants get a copy of the gas safety certificate within 28 days of the gas check, or, if new tenants, when they move in.

The proportion of gas safety certificates outstanding (i.e., those that are older than 12 months) is expressed as a percentage of the total number of properties in the Housing Revenue Account that require a gas servicing certificate. Graph 5 shows the percentage of inspections completed (as a solid line) in the current and previous quarters. The dotted line indicates the number of properties with gas safety certificates outstanding. One of the main reasons for failing to carry out a gas safety check is due to tenants failing to provide access to the gas maintenance contractor.



AVERAGE VACANCY TURNAROUND TIMES

Void turnaround calculates the time taken from a property becoming vacant to it being re-let and a new tenant signing a tenancy agreement. This is a figure that is also provided to Central Government and they have a specific set of rules for how this figure is calculated. The council has a set target of 32 days for the vacancy turnaround process, which is split between the following stages:

- The time taken for the Area Team or Co-op to make the property available for offer (e.g. carrying out repairs, lock changes, etc.). This period is known as the **Key Received (KREC) to Actual Completion Date (ACD) period** and has a target time of 20 days (excluding major works voids).
- The time taken by Lettings to re-let the property (from finding a suitable tenant to the new tenancy starting, including viewings). This period is known as the **Actual Completion Date (ACD) to Commencement of Tenancy (COT) period** (and has a target time of 12 days).

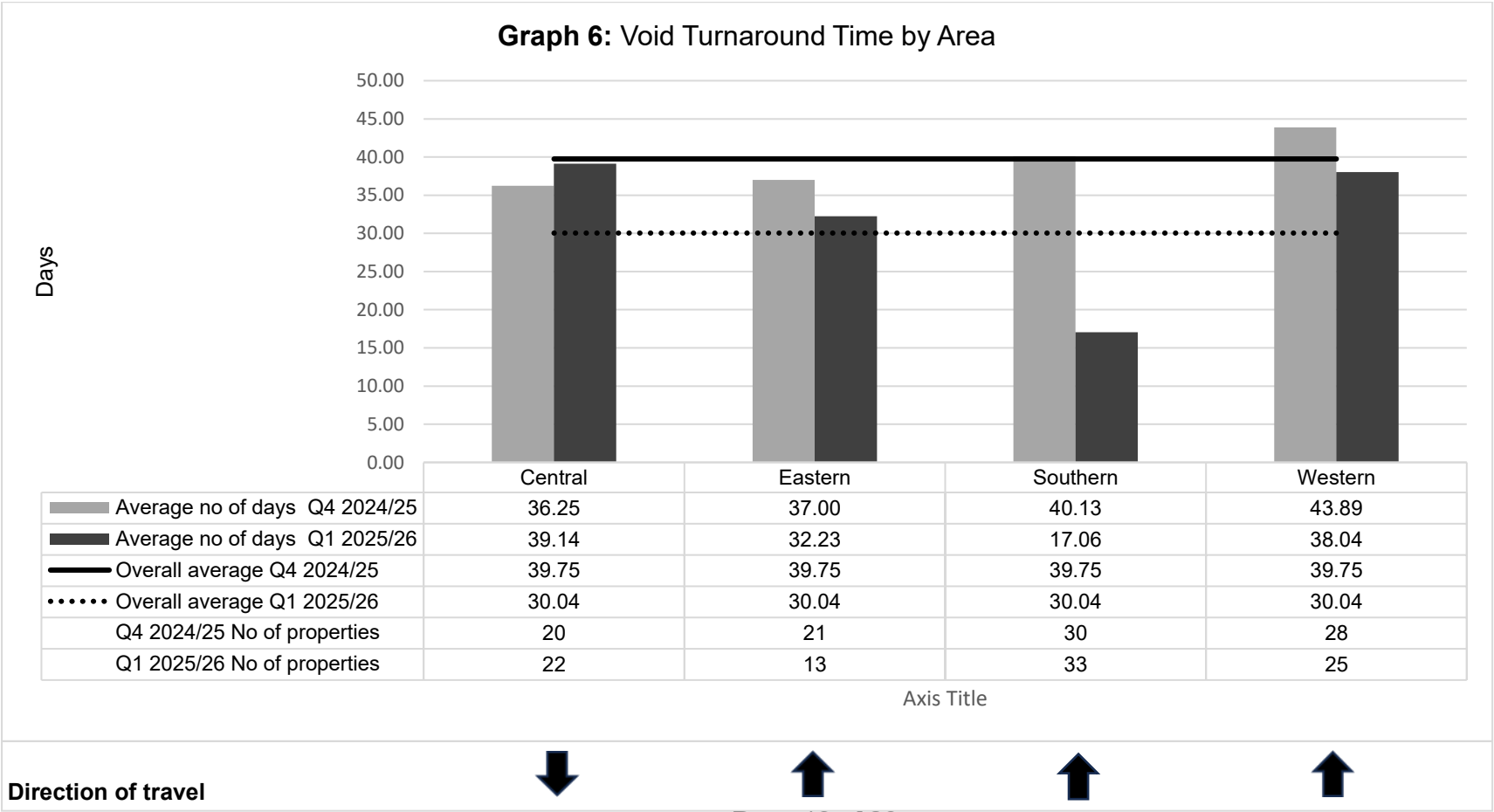
According to the Government Guidance on Local Authority Housing Statistics, the KREC to ACD period should be excluded from any major works voids when calculating void turnaround times. Based on this guidance, the Chart overleaf shows the average void turnaround times taken during Q1.

Void Performance

To date, the overall void performance has been consistently within the void turnaround target, which is 32 days. During Q1 2025/26 the overall average void turnaround time was 30.04 days. Although the overall void turnaround time was within target, for Central and Western Area teams the turnaround times were over the target, 39.14 days and 38.04 days respectively.

The total number of completed voids relet in Q1 was 93, which is slightly lower compared to 99 voids in Q4 25/26.

Graph 6 below shows the performance for the previous two quarters broken down by the Area Teams. These figures show the total void period from vacation of a property to reletting including major works voids where only ACD to COT is used.



Tenancy Enforcement

The Housing Department has a long-standing commitment to preventing and tackling anti-social behaviour (ASB) to make estates and neighbourhoods safer. Our tenancy conditions provide a broad definition of ASB to reflect its wide-ranging nature. The tenancy conditions state that, *'we will take reasonable steps to investigate complaints and will take action where appropriate, we will also do all we can to help solve problems with neighbours and take firm action against neighbours who cause a nuisance'*.

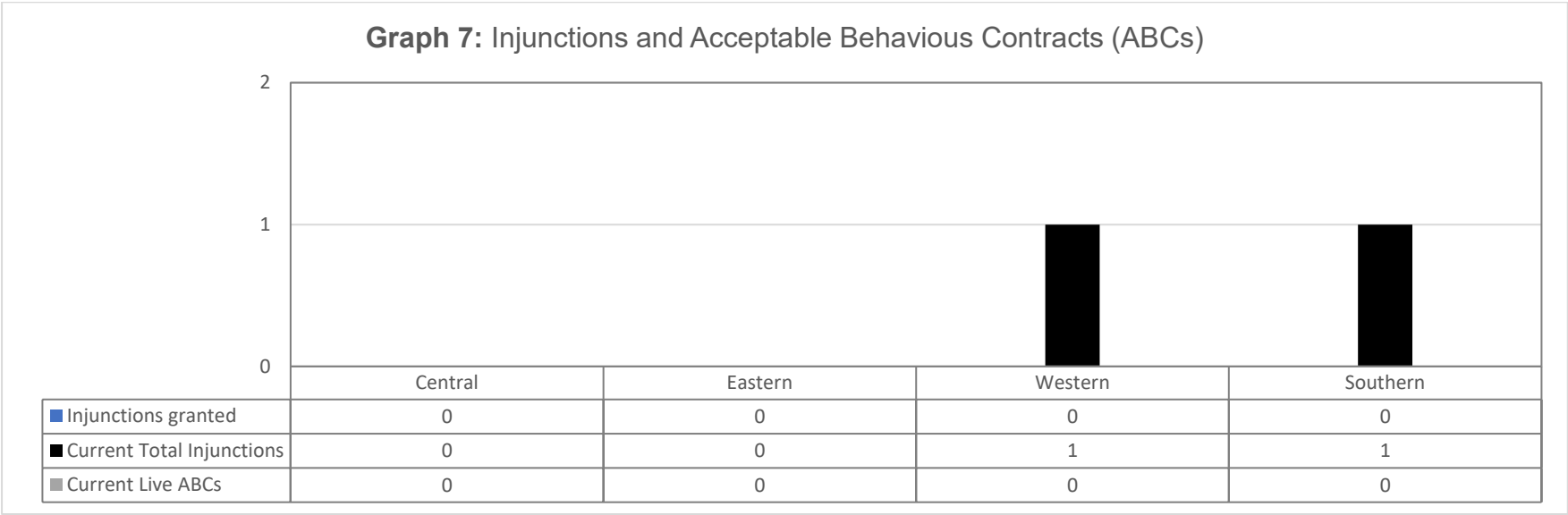
Examples of ASB which might cause the Council to take legal action against a resident include: using or threatening to use violence; hate crime or harassment due to race, religion, faith, disability, age, gender or sexual orientation; creating noise at a level that is intrusive or disturbing; drug dealing or alcohol/drug abuse. A full definition of ASB and the Department's approach can be found in our ASB policy statement which can be found on the Council's website - https://www.wandsworth.gov.uk/media/5370/asb_housing_policy_statement.pdf. The following graphs show different kinds of enforcement action taken against residents for ASB. Data for all Area Teams is shown for comparison.

Injunctions and Acceptable Behaviour Contracts (ABCs)

In cases where an individual continues to commit ASB the Council can apply to the County Court for an injunction; this aims to prevent them from committing further incidents of ASB. An injunction is normally granted for a specified period of time and can be granted against any person aged 10 and over. If an individual breaches the terms of the injunction this can be treated as ‘contempt of court’ for which the judge may impose a fine or prison sentence.

Acceptable Behaviour Contracts (ABCs) are used to prevent ASB and are generally voluntary agreements between a person, and their parents if aged under 18, the local authority and the police. ABCs are used by the Council as a prevention tool to address problems of ASB before taking enforcement action. If an agreement is broken, then the relevant action will be taken which can include issuing an injunction or Notice of Seeking Possession.

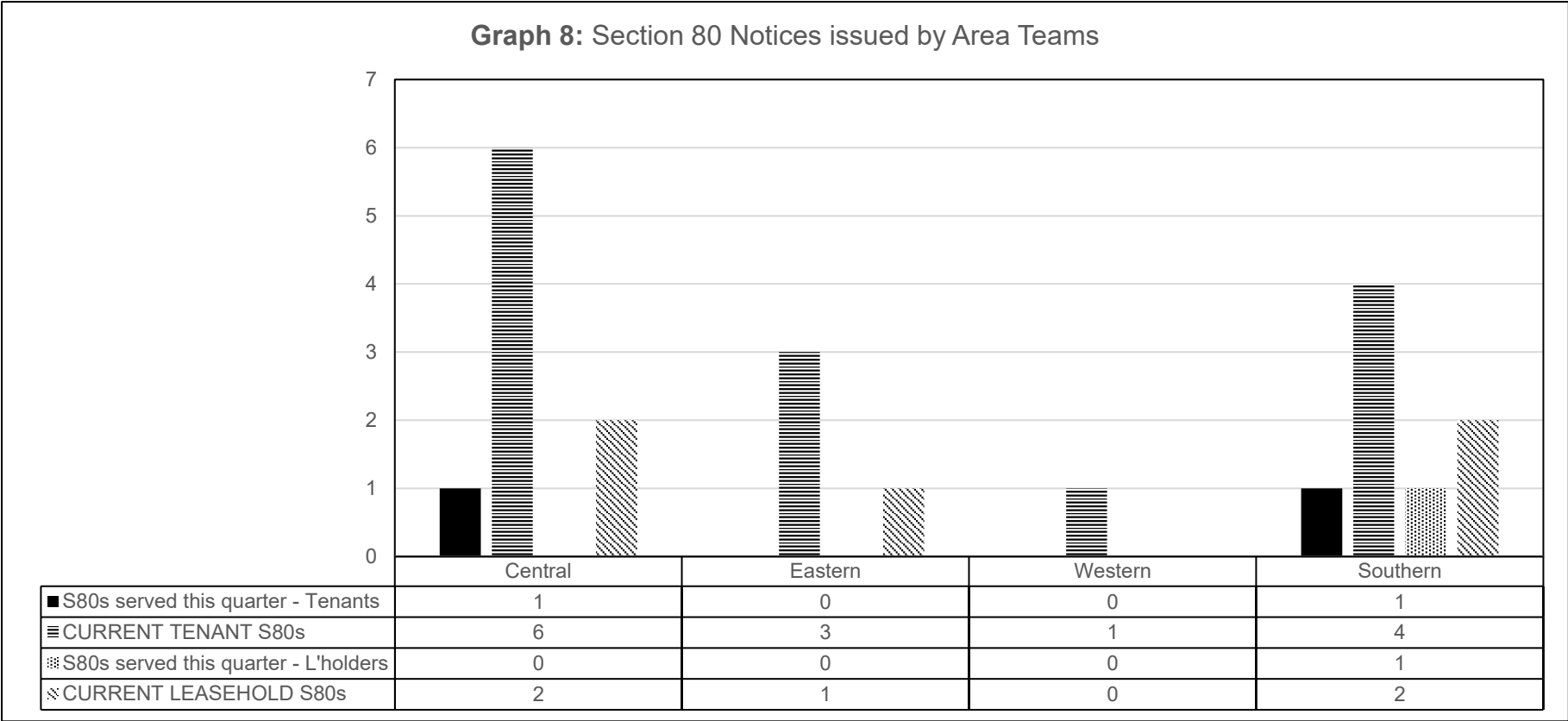
During Q1, no new injunctions were granted. There were 2 injunctions currently in force with 1 each in Western and Southern Area Team. There were no current live ABCs across all Area Teams.



Section 80 Notices issued under the Environmental Protection Act 1990

Noise nuisance is one of the main types of ASB that is reported to the Council, and the Department aims to follow up 95% of noise complaints within 5 days. Where noise continues to be a problem an official warning will be served - this is called a Section 80 Abatement Notice. It can be served on any resident or person causing a statutory noise nuisance including tenants, leaseholders and their sub-tenants. If noise continues to be a problem and there is a further incident after a notice has been served court action can be taken, provided that sufficient evidence is available. If the perpetrator is then found guilty the court can impose a fine of up to £5,000 and/or authorise the seizure of equipment that caused the noise (e.g. speakers). This action alone does not result in eviction.

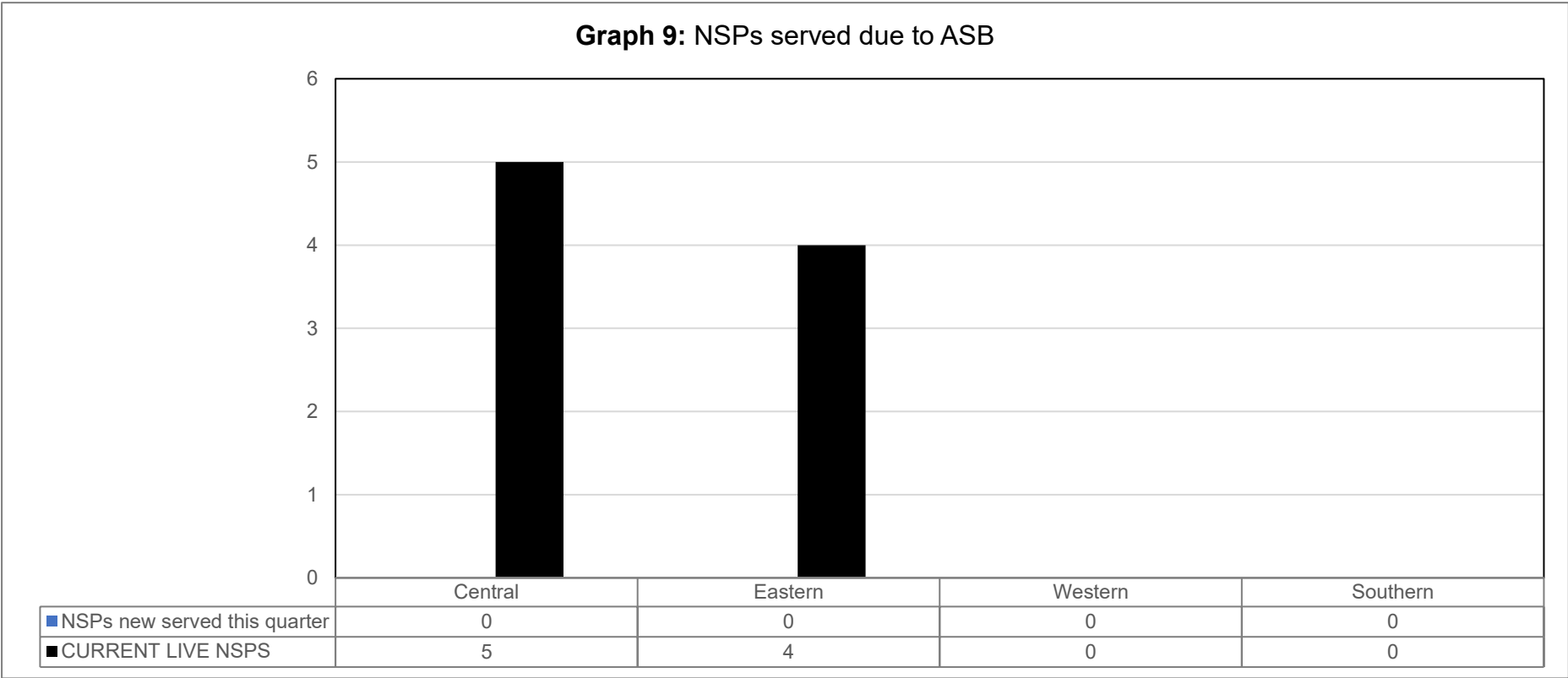
Graph 8 below shows the number of Section 80 Notices issued by Area Team for both tenants and leaseholders. The overall number of current Section 80 notices at the end of Q1 25/26 is 19 (18 during the previous quarter).



Notice of seeking possession served on secure tenants - Housing Act 1985

The Council takes breaches of tenancy conditions seriously. If a Council tenant is found to have broken the terms of their tenancy a Notice of Seeking Possession (NSP) can be served on them where there is enough evidence to substantiate the facts of a breach. This is a formal warning from the Council that possession proceedings against the tenant will begin if there is any further breach within the following 12 months. If the tenancy breach is serious however court proceedings to gain possession of the property may begin straight away.

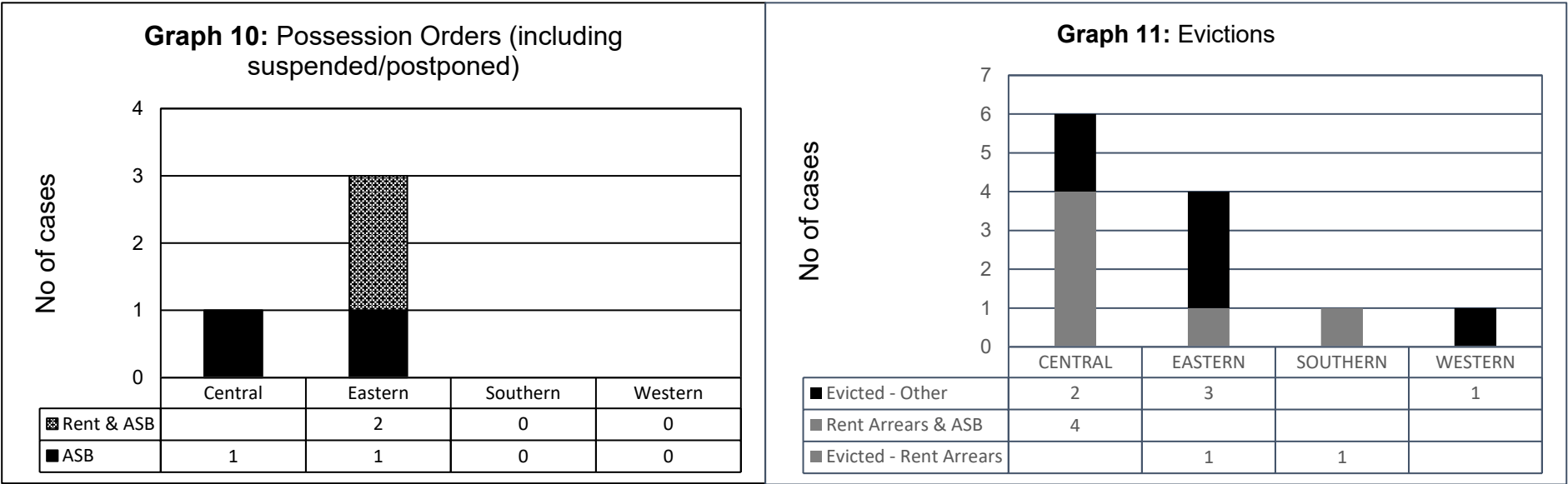
Graph 9 below shows the number of NSPs served during Q1 25/26, as well as a rolling total of live NSPs. The total number of live NSPs at the end of Q1 2025/26 is 9, a decrease from 13 in the previous quarter.



Possession Orders and Evictions

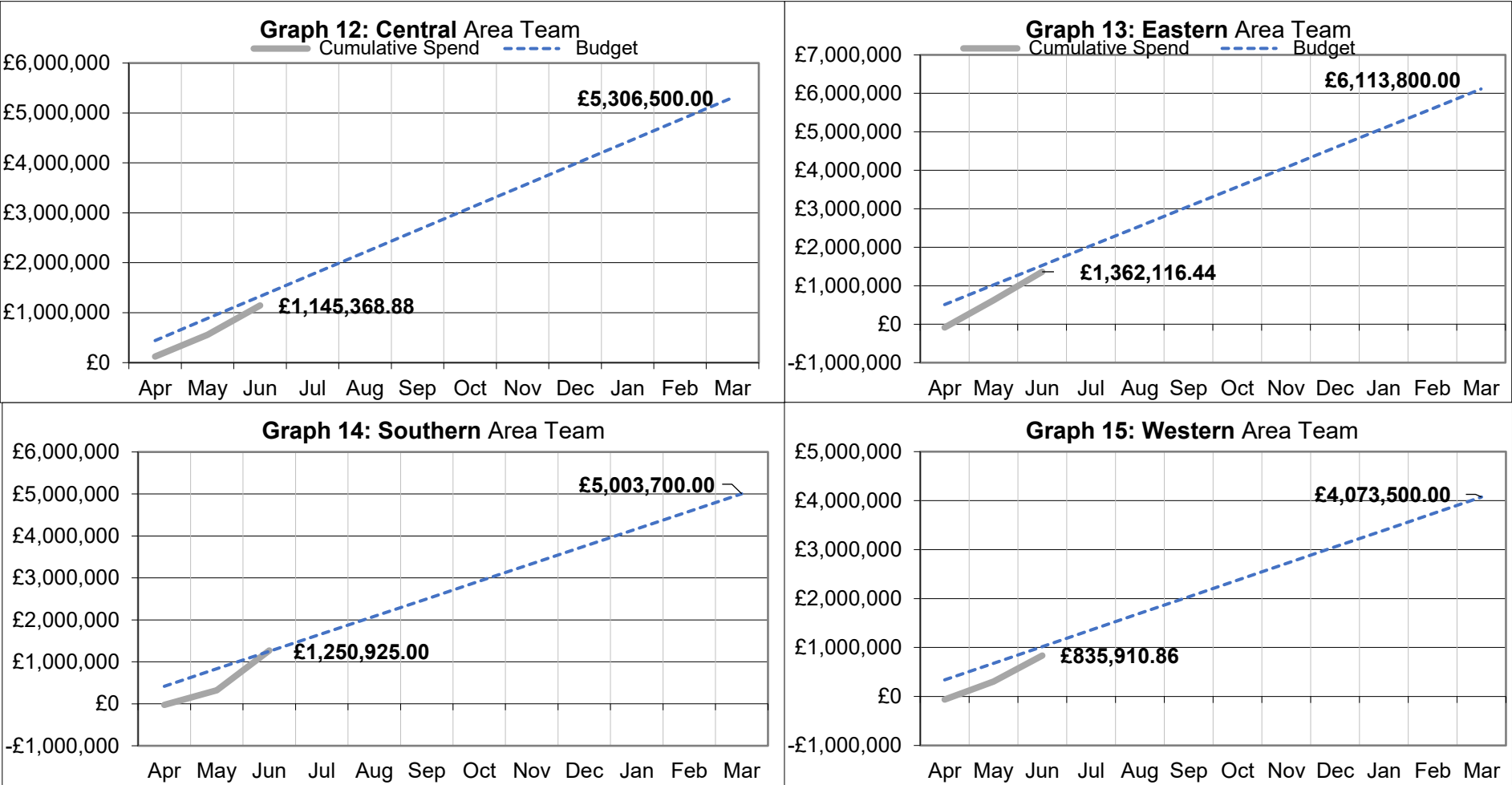
Where there has been a serious tenancy breach the Council can begin proceedings through the Courts to gain possession of a property, this can be for reasons of severe or continued ASB and/or high rent arrears. Often this is a last resort where intervention by the Council has failed to resolve an issue (e.g. NSP has been breached, continued noise after a S80 Notice, or failed intervention by the tenancy support service). The reason Other refers to Unauthorised Occupants.

Graph 10 and Graph 11 below show the number of possession orders issued and the number of evictions enforced by each Area Team.



BUDGETARY PERFORMANCE

At the beginning of each financial year (April to March) housing management is allocated a number of budgets within which they are expected to repair and maintain the properties they manage. Housing management have a separate Engineering Services section to maintain and repair lifts, entry call systems, heating, etc, and an Estate Services section who maintain the communal parts of all estates and non-residential properties. The budget for the Area Teams is for the maintenance of tenanted properties and associated block repairs. This also includes repairs to void properties.



SAFETY AND QUALITY MEASURES

The table below provides details of overall performance during Q1 2025/26 on Key Performance Indicators for safety standards. Except for damp and mould, these standards are part of the 25 Tenant Satisfaction Measures reported to Regulator of Social Housing annually. Performance within 2% of the target are marked Green, Amber for 2-5% off target and Red for performance 5%+ off target. Commentaries are provided below for performances marked Red.

For some measures, the yearly target is recalculated and monitored as quarterly targets with the aim to meet the overall target by the end of the reporting year. These targets are shown within brackets below.

KPIs	Target (Profiled target)	Q1 Performance	Status
% of damp and mould washes completed within target time	95%	93.8%	GREEN
% of blocks with satisfactory Electrical Installation Condition reports (EICRS) (communal)	99%	80.1	RED+
% of dwellings with satisfactory Electrical Installation Condition reports (EICRs) (domestic)	99% (78%)	74.4	AMBER
% of homes that have had all the necessary gas safety checks	99%	98.4	GREEN
% of homes in buildings that have had all the necessary fire risk assessments	100%	100%	GREEN
% of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	100%	99.9	GREEN
% of homes that have had all the necessary legionella risk assessments	100%	98.8	GREEN
% of homes in buildings where the communal passenger lifts have had all the necessary safety checks	99%	91.5	RED±

✚The Council entered a 5-year electrical testing contract in June 2021. As part of the agreement, the contractor would have been expected to have completed 80% of the contract for both domestic and communal supplies by the end of June this year. However, following the Social Housing Regulator inspection priority was given to communal electrical testing. The electrical testing programme was therefore accelerated and the target was changed to 99% communal inspections. To date, 97.3% of the tests have been completed of which, 80.74% of the communal supplies have been deemed compliant. Of those that have been tested and are not compliant it has been confirmed that no potential dangers have been identified and remedial works are being undertaken.

±Service visits could not be undertaken to 11 lifts in total. The lifts were out of service due to a combination of equipment failures, suspected vandalism, and the need for essential repair works. These issues had compromised the safe operation of the lift systems, and as a precautionary measure. The contractor shut them down until all necessary inspections and repairs are completed. A further 41 lifts have been either removed from service and the lift equipment being upgraded or have a 12-month defects liability period (warranty) whereby, the lifts are being maintained outside of the Housing service contract.