

WANDSWORTH BOROUGH COUNCIL – RESIDENT SERVICES DEPARTMENT

ANNUAL AREA HOUSING PANEL PERFORMANCE REPORT
KEY PERFORMANCE INDICATORS FOR 1 APRIL 2024 TO 31 MARCH 2025

AREA HOUSING PANELS: OCTOBER 2025

CONTENTS

Context	Page 3
Stock Condition & Energy Efficiency	Page 4
Tenant Satisfaction Measures (TSM)	Page 5
Cost of Managing and Maintaining Council Properties	Page 6
Completion of Repairs within Priority Times Allocated	Page 7
Repairs Satisfaction - Repairs Transactional Survey	Page 8
Cleaning Monitoring on Residential Blocks and Estates	Page 9
Proportion of Gas Service Certificates Outstanding	Page 10
Void properties	Page 11
Budgetary Performance	Page 13
Tackling Anti-Social Behaviour and Tenancy Enforcement	Page 15
Complaints Monitoring	Page 18

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

CONTEXT

This report contains information on the performance of the housing management area teams and the contractors managed by these teams. This report provides detail on Key Performance Indicators to enable area housing panel members to review and scrutinise the housing management service. If you are unable to attend the area housing panel meeting at which this document will be discussed, please make any comments you wish to make to your area housing manager or alternatively e-mail HMS@richmondandwandsworth.gov.uk

The area housing manager will briefly introduce the report at the meeting and will be available to respond to any questions the residents' representatives may have. If the area housing manager cannot deal with the question in the meeting, he/she will ensure that a response will be provided when the minutes are circulated.

The tables below show the number 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 31 March 2025.

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%	

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%

STOCK CONDITION AND ENERGY EFFICIENCY

Target for 2024/2025: Achieve 95% compliance or more 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 produce more accurate assessments of our stock. Whilst outside of the 2024-25 reporting period, the table below shows progress made to date.

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. 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 (as defined by the Ministry of Housing, Communities and Local Government Guidance)
3. It has reasonably modern* facilities and services
4. It provides a reasonable* degree of thermal comfort

Number of Stock Condition Surveys completed to date by Area Team

As at August 2025*	Central	Eastern	Southern	Western	Total
Stock condition surveys completed to date*	226	900	9	0	1,135
Total tenanted Homes	3,270	4,877	3,276	4,265	15,688
% of tenanted homes surveyed	6.91%	18.45%	0.27%	0%	7.23%
HHSRS identified	6	144	0	0	150

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

Average Standard Assessment Procedure (SAP) Rating

SAP is a measure of overall energy efficiency and depends on both the heat loss from the dwelling and performance of the heating system. This is an annual average figure, and it is not possible to provide a further break down by quarter or area team. The SAP rating index uses the letters A to G, where 'A' indicates the most efficient properties. The score for Wandsworth remains a "C" for 2024/25.

TENANT SATISFACTION MEASURES (TSM)

As part of the Social Housing Regulation Act (2003), the Regulator of Social Housing (RSH) introduced a series of Tenant Satisfaction Measures (TSMs). These measures include 12 tenant perception measures based on satisfaction surveys (over 1,100 tenants are asked a series of questions about service delivery) and 14 management information questions based on data that the Council holds regarding its homes and estates. These are related to performance in areas of health and safety, repairs, complaints and responsible neighbourhood management. Performance is published annually and can be accessed on the Council's webpage at <https://www.wandsworth.gov.uk/housing/about-the-housing-department/tenant-satisfaction-measures/>. For the purpose of this report, this section focuses on performance on the following 2 themes based on management information only:

Maintaining Building Safety

Building Safety Management Information measures which were lower than expected last year have significantly increased. The improvements were asbestos checks (100% from 65%) and water safety checks (97% from 17%) and lift safety checks (100% from 84%).

Code	Measures (Management Information)	2024/25	2023/24	Difference
BS01	Gas safety checks	99%	99%	0%
BS02	Fire safety checks	100%	100%	0%
BS03	Asbestos safety checks	100%	65%	+35%
BS04	Water safety checks	97%	17%	+80%
BS05	Lift safety checks	100%	84%	+16%

Keeping properties in good repair

There has been an improvement in 2 of the 3 TSMs related to Management under this theme.

Non-emergency repairs completed within target timescales dropped last year by 4% (81% from 85%).

Satisfaction with repairs

Satisfaction with repairs increased by 4% to 58% this year from 54% in 2023/24. In addition, satisfaction with time taken to complete a repair went up by 5% from 52% to 57%.

Code	Measures (Management Information)	2024/25	2023/24	Difference
RP01	Homes that do not meet the decent homes standard	4%	5%	-1%
RP02a	Repairs completed within target timescales	81%	85%	-4%
RP02b	Emergency repairs completed within target timescales	99%	98%	+1%

COST OF MANAGING AND MAINTAINING COUNCIL PROPERTIES

Costs stated in this section are for tenanted properties only and are no longer collected centrally for all Local Authorities, comparative data is therefore not available. The forecasts for 2024/25 are based on the trend from previous years and projected inflation.

Average Cost of Management

The average weekly cost of management per unit is defined as the cost to the local authority of housing management and is measured by the Housing Revenue Account expenditure on management over the year less the income generated from unpooled charges for services not otherwise covered by management and maintenance allowances, divided by the average number of dwellings in the HRA at the start and end of year, divided by 52. Unpooled charges refer to services which are charged back to the tenant and are not covered by management and maintenance allowances.

	Actual	Actual	Actual	Actual	Forecast
Year	2021/22	2022/23	2023/24	2024/25	2025/26
Average weekly management cost	£19.81	£21.51	£27.02	£37.47	£40.18

Average Cost of Maintenance

Average weekly cost of maintenance per unit is defined as the cost to the local authority of repairs and is measured by the Housing Revenue Account expenditure on repairs over the year divided by the average number of dwellings in the HRA at the start and end of the year, divided by 52.

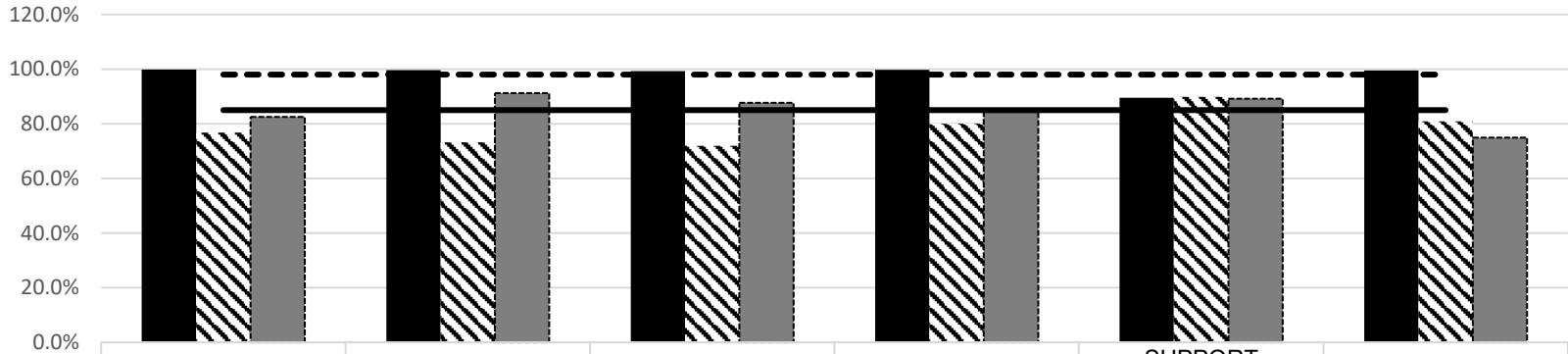
	Actual	Actual	Actual	Actual	Forecast
Year	2021/22	2022/23	2023/24	2024/25	2025/26
Av. weekly maintenance cost	£34.07	£41.58	£48.90	£63.62	£60.63

COMPLETION OF REPAIRS WITHIN PRIORITY TIMES ALLOCATED

In 2024/25, the overall repairs target was revised to 85% (previously 75%). This was due to increased performance throughout 2023/2024. However, during 2024/25 whilst the overall performance had been consistently above 80%, the target was not met by the Area Teams during the reporting period. The lower-than-expected performance is mainly associated with non-urgent repairs (which has increased by 19% across the property portfolio managed by the Area Teams) from 33,137 in 2023/24 to 39,515 in 2024/25. During 2024/25, the number of non-emergency repairs (Area Teams, Support Services and Estates Services) also increased by 13.6%, from 67,848 in 2023/24 to 77,125 in 2024/25.

Monthly contractor meetings are held with a number of contractors to review work outstanding and to focus efforts into completing all repairs within target. Performance issues have been raised with the relevant contractors and continues to be closely monitored.

Graph 1: Repairs completed within target



Emergency	99.8%	99.6%	99.3%	99.7%	89.5%	99.5%
Non urgent	76.8%	73.3%	71.9%	80.0%	89.8%	80.9%
Urgent	82.5%	91.3%	87.6%	84.4%	89.1%	74.9%
Emergency Repairs Target	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Overall Repairs Target	85.0%	85.0%	85.0%	85.0%	85.0%	85.0%
Average - 24/25	79.1%	77.2%	75.4%	81.8%	89.6%	81.0%
Average - 23/24	83.6%	81.1%	78.1%	82.4%	94.5%	80.9%
No. of Jobs - 24/25	10,521	15,788	9,403	13,984	18,477	12,484
No. of Jobs - 23/24	10,086	12,700	8,598	12,073	20,374	10,970

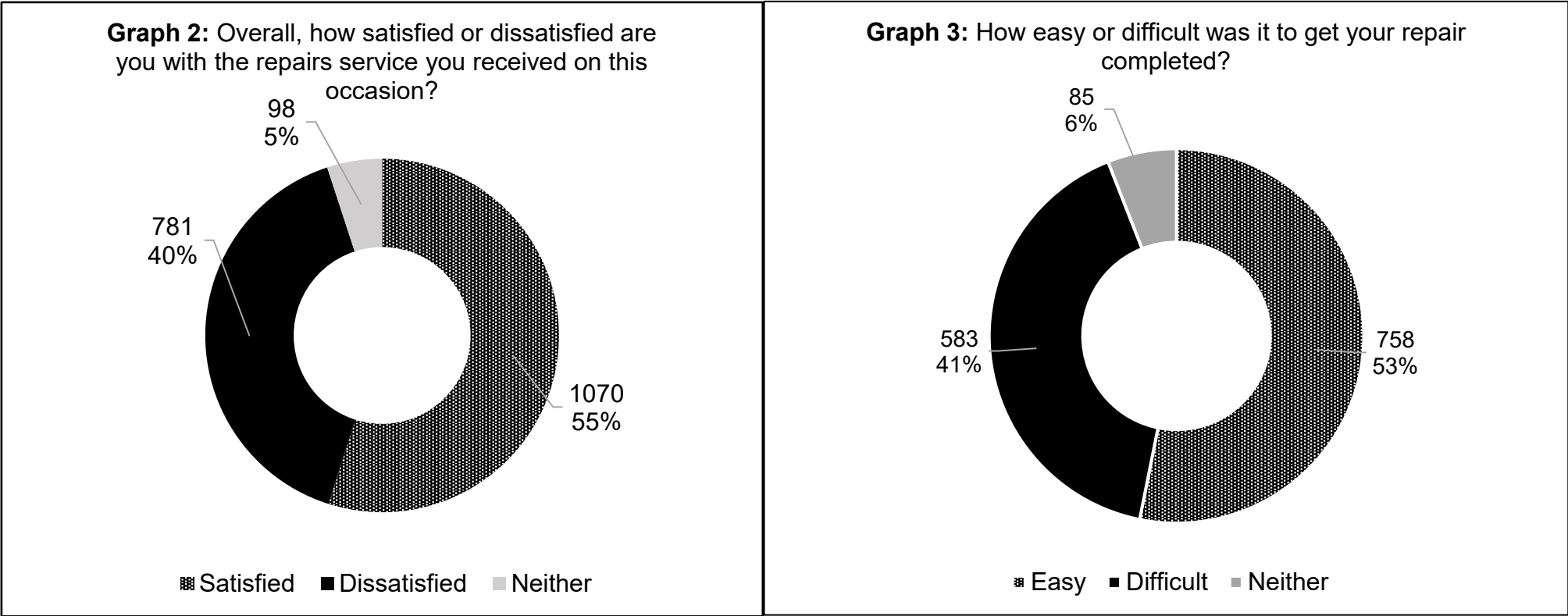
Direction of Travel



REPAIRS SATISFACTION: REPAIRS TRANSACTIONAL SURVEYS

Since February 2021, a transactional survey has been used to measure satisfaction with repair services. Tenants who have had a repair completed in their home receive a text message inviting them to complete a short survey about their experience. In addition, overall satisfaction with repairs – covering both tenants and leaseholders – is assessed annually through the Tenants’ Perception Survey (see page 5).

Repairs satisfaction has been reported as part of the quarterly Area Housing Panel reports since Q1 23/24. Repairs satisfaction during 2024/25 increased to 55% in comparison to 51% during 2023/24. This continues to be monitored quarterly and is discussed in contractor meetings.



Cleaning Monitoring: Inspections on residential blocks and estates

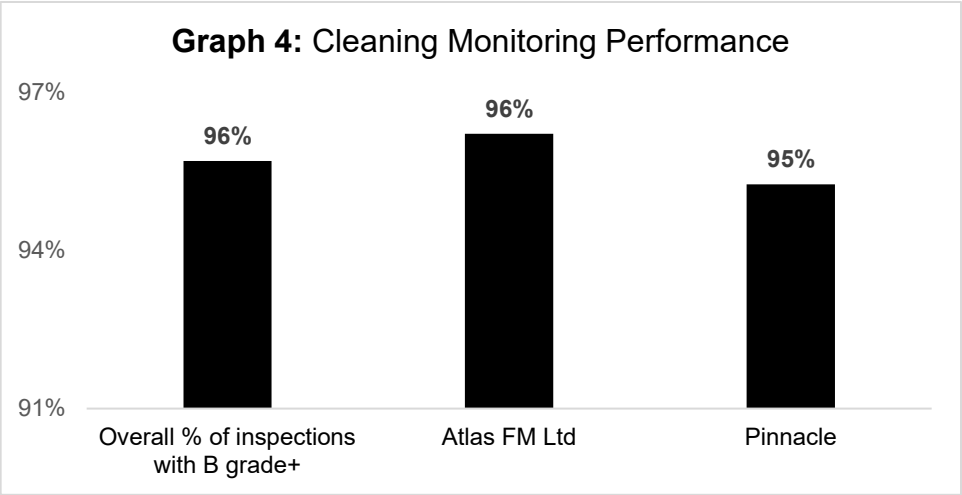
Target for 2023/24: 90% of cleaning inspections on residential blocks and estates to receive a grade B or above

The Department has a dedicated Estate Services Team that operates 24 hours a day, and two contractors (Atlas FM 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. The HouseMark standards include expected levels 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:

<i>Grade</i>	<i>Description</i>
A	Excellent
B	Good
C	Poor
D	Unacceptable

Graph 4 below displays the % of cleaning inspections during 2024/25 that received a grade B or above for both contractors:



During 2024/25, the Council had inspected 1,682 blocks and 270 estates, with 898 being cleaned by Atlas FM Ltd (previously known as Lewis and Graves) and 1,054 being cleaned by Pinnacle.

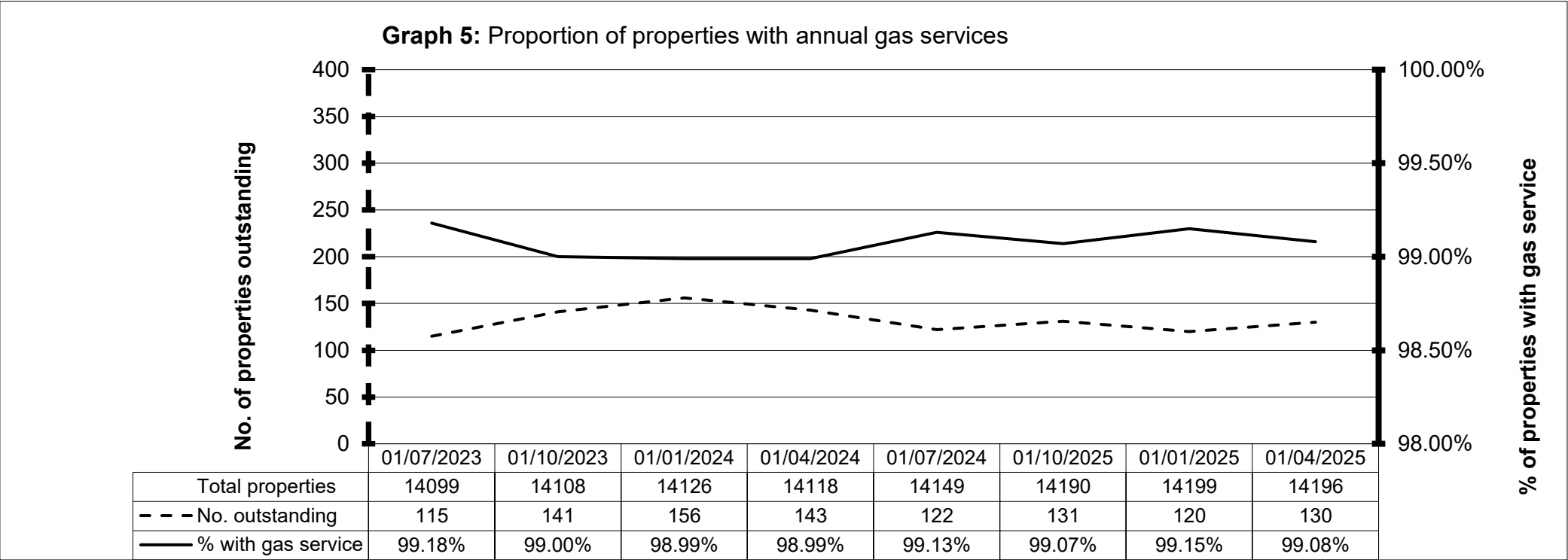
Of these inspections, 96% were graded B+ (19% receiving a grade A) for Atlas FM Ltd, and 95% of inspections graded B+ (10% receiving a grade A) for Pinnacle, giving an overall average of 96% of all inspections receiving a grade B+, of which 14% were graded A.

PROPORTION OF GAS SERVICE CERTIFICATES OUTSTANDING

Target for 2024/25: 99% of tenanted properties with a gas service at 1st April 2025

A landlord safety certificate is a legal requirement and all homes with gas appliances should be checked yearly by a Home Safe registered engineer who will undertake repair work and issue a gas safety certificate. 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.

As at 1st April 2025, only 130 properties out of 14,196 had a last recorded gas service that was more than 12 months ago, which is a significant achievement given the stock profile. This represents 0.9% of council tenanted properties with this very small level of outstanding gas services being maintained throughout the year. The service continues to work to ensure that the number of properties with an outstanding gas service is kept to an absolute minimum with proactive action being taken as required to gain entry to properties to undertake servicing.



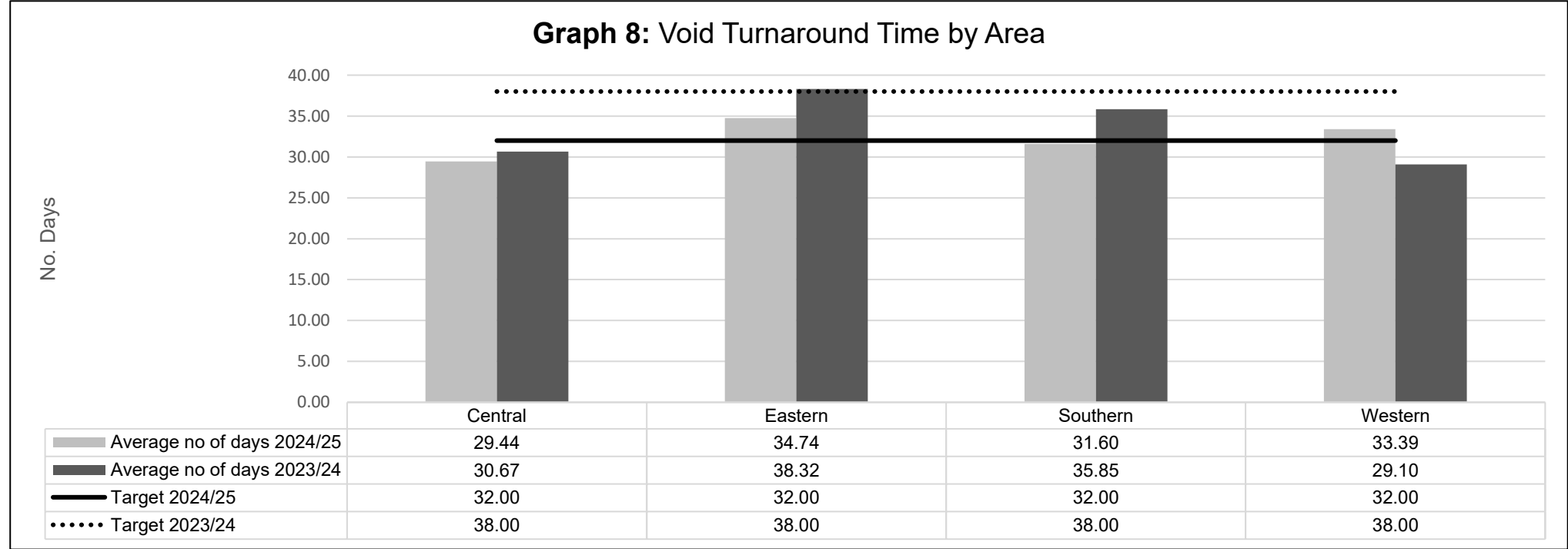
VOID PROPERTIES

Vacancy Turnaround Times

Target for 2024/25: 32 days

The Council has set this target as the maximum time between the vacation of a property and reletting it. The period includes the time taken for the area team to make the property available for offer (i.e., carrying out repairs, lock changes, etc.) and the time taken by lettings from finding a suitable tenant to tenancy commencement. These figures exclude properties let through mutual exchanges, undergoing major works or which the Council intends to sell or demolish.

The overall average void turnaround performance during 2024/2025 was 32.37 days. This is an improvement on the 2023/24 performance of 33.91 days. There has not been any significant change in the level of voids re-let in 2024/25 (513) compared to the number of voids in 2023/2024 (526).



Percentage of Rent Lost Through Vacant Properties

How are we performing locally?

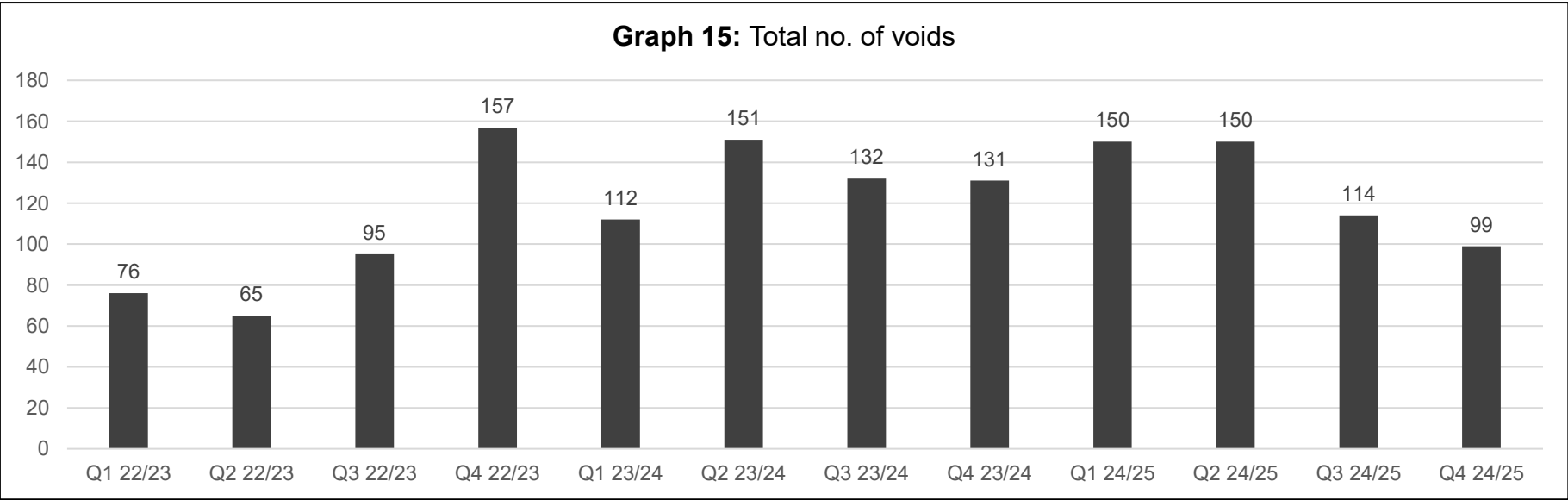
	Actual	Actual	Actual	Actual
	2021/22	22/23	23/24	24/25
% Rent lost through Council homes being empty	2.83%	3.30%	2.98%	3.39%
Total rent lost through vacant homes (in £s)	£3,214,216.79	£3,739,523.48	£3,617,760.67	£4,556,514.76

The rent loss is significantly higher during 2024/25 due to regeneration and new build programmes that led to an increased number of voids and demolitions (which were recorded as void).

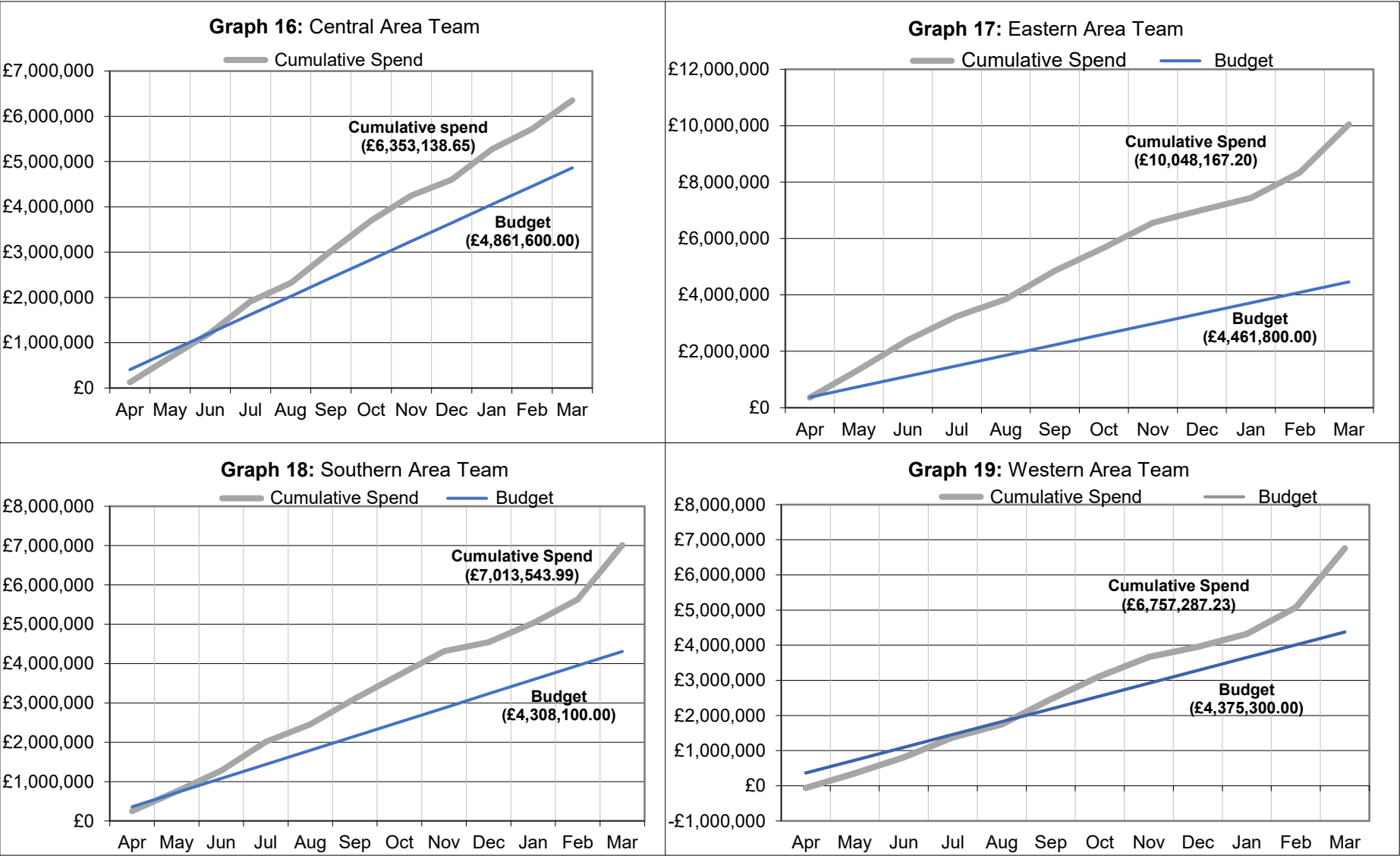
BUDGETARY PERFORMANCE

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 has a separate Engineering Services section to maintain and repair lifts, entry call systems, heating, etc, and an Estate Services section which maintains 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.

The overall number of voids available for letting in 2024/25 was 513, a small decrease from 526 in the previous year. The budget across the Area Teams was revised in Q3 2023/2024 to cover the increased costs associated with completing void works prior to letting and fire safety works. Void works and general repairs saw substantial increases, specifically in the final two quarters of the previous year when, with additional contractors on board, there was a significant push to clear the backlog of voids. Therefore, the number of voids available for letting in 2023/24 increased since Q2 23/24 and remained high throughout 2024/25.



At year end, the cumulative spend by all Area Teams exceeded their allocated budgets with Eastern Area Team by 125%, Southern Area Team by 63%, Western Area Team by 54% and Central Area Team by 31%.

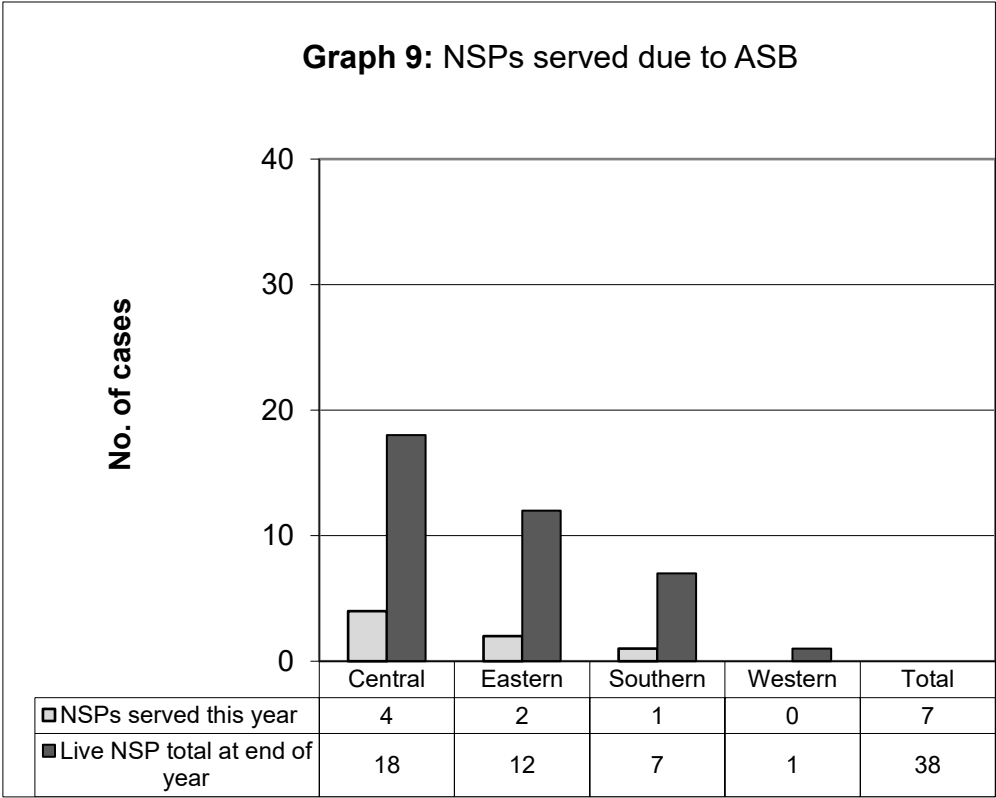


TACKLING ANTI-SOCIAL BEHAVIOUR (ASB) AND TENANCY ENFORCEMENT

The following tables show various kinds of enforcement action taken against residents for anti-social behaviour in the financial year 2024/25 by Area Teams.

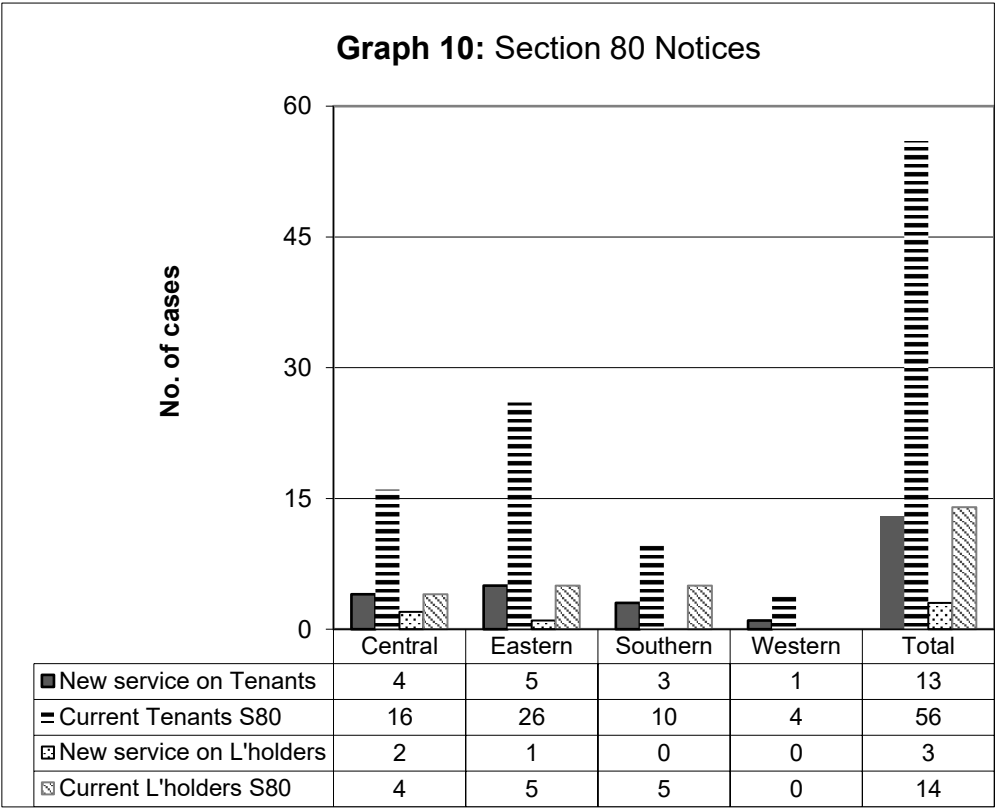
Notice Seeking Possession (NSP) served on secure and introductory tenants due to ASB - Housing Act 1985

As shown in graph 9, 7 NSP’s were served in 2024/25 which represents a 53% (15) decline from the previous year across area teams.



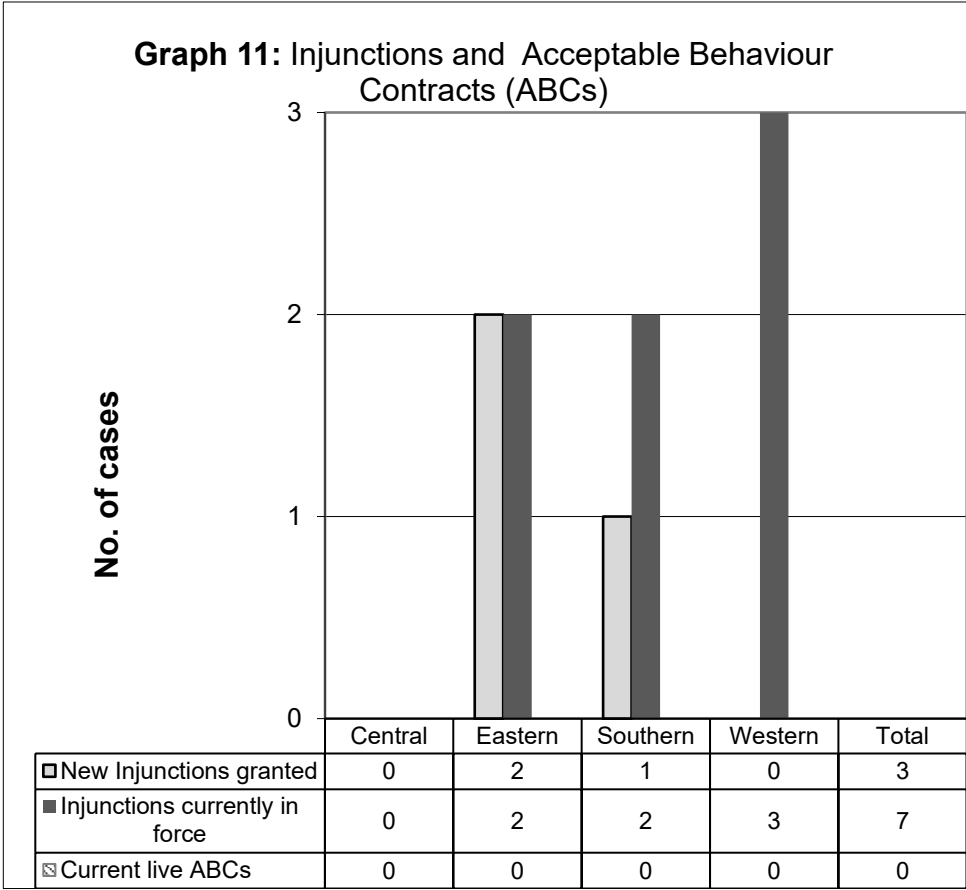
Section 80 notices issued under the Environmental Protection Act 1990

The number of new Section 80 notices served on both tenants and leaseholders have declined to 13 (24 in 2023/24) and 3 (7 in 2023/24) respectively.



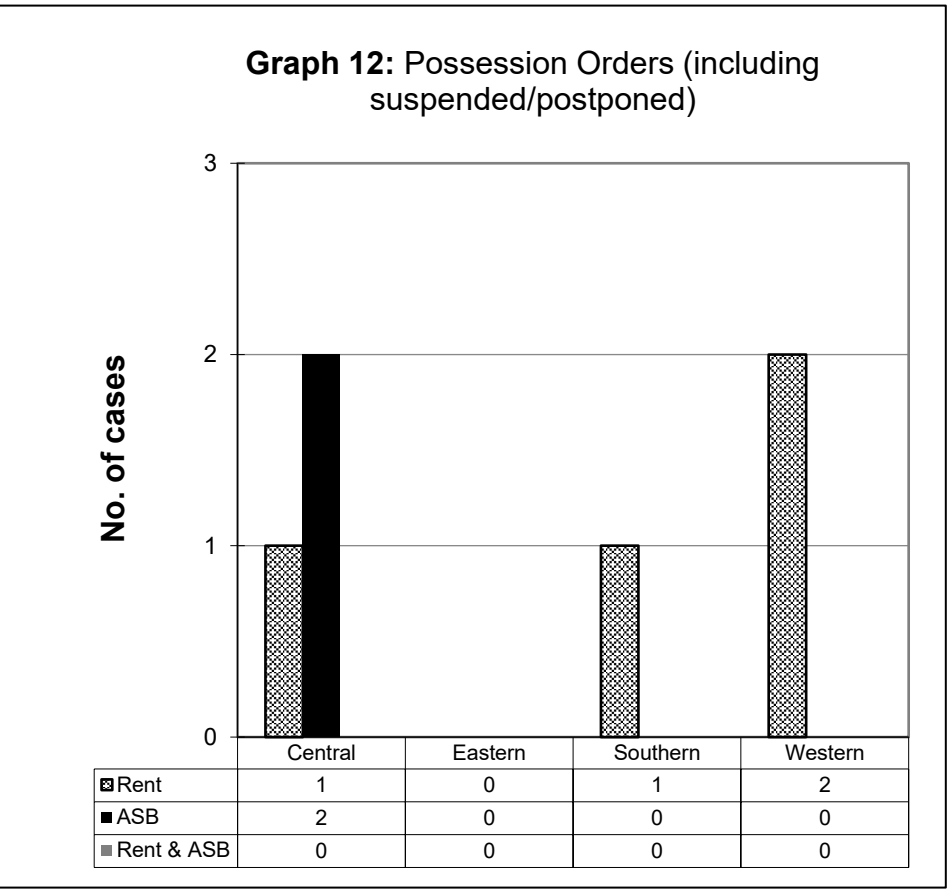
Acceptable Behaviour Contracts (ABCs) and Injunctions

The overall figures for ABCs and injunctions have increased in 2024/25 compared to the previous year. 3 new injunctions were granted and there are 7 injunctions currently in force, compared to 1 injunction granted and 3 in force for 2023/24.



Possession orders obtained – for secure and introductory tenants – due to rent arrears, ASB and other grounds

The number of possession orders granted in 2024/2025 was 6 for either ASB or rent Arrears. This is a small decline from 9 orders granted in 2023/2024 all of which were due to rent arrears.



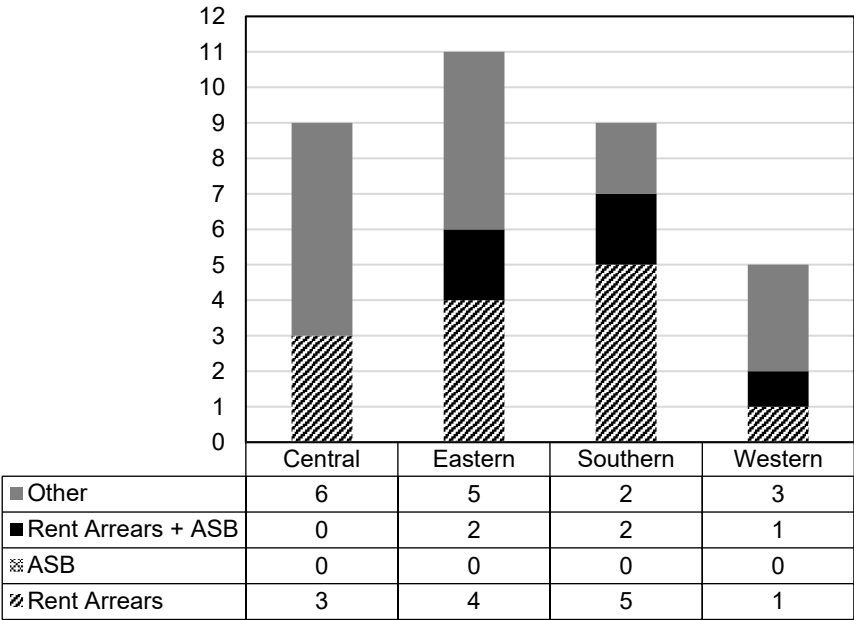
Number of evictions for both secure and introductory tenants

The number of evictions taking place during 2024/25 was 34, an increase from 27 evictions in 2023/24. This is mostly due to rent arrears and reasons categorised as ‘other’ such unauthorised occupations.

Unauthorised Occupants

An unauthorised occupant is a person who is, or remains, in occupation of a property after the departure of the previous tenant and where there is no automatic right of succession by or transfer of tenancy to that person. Data by Area Teams was not available at the time of reporting

Graph 13: Evictions 2024/25



Graph 14: Unauthorised Occupnats 2024/25

No. cases year at year start

68

No. cases year at year end

69

New cases during year

29

Closed cases during year

30

COMPLAINTS MONITORING

The Council has a corporate procedure for dealing with complaints from its customers which is, compliant with the Housing Ombudsman's Complaints Handling Code. In January 2022, a 2-stage complaints process was introduced providing residents with the opportunity to escalate their complaints to stage 2, if response to their complaints at Stage 1 was unsatisfactory. Details of complaints handling procedure can be found at <https://wandsworth.gov.uk/the-council/have-your-say/make-a-complaint/>.

The Housing service aims to acknowledge complaints within 5 working days of receiving them. It also aims to respond to complaints within 10 working days at stage 1 and 20 working days at stage 2 of acknowledging receipt of complaints.

RMO and Co-ops respond to any Stage 1 complaints received from their residents. Any Stage 2 complaints are escalated to the Council to review the investigation carried out by the relevant RMO or Co-op. This would form a formal stage 2 response and allow them to move forward to the Ombudsman.

Sections	No. of complaints:				2024/2025 Complaints dealt with at:	
	2021/22	2022/23	2023/24	2024/25	Stage 1	Stage 2
Area Teams	156	134	202	286	196	90
Major Works and Leasehold and Procurement	6	8	17	23	15	8
Supported Housing Services	4	1	0	4	3	1
Estate Services	4	3	11	5	4	1
Support Services	9	5	18	10	6	4
RMOs and Co-ops	25*	39*	3 stage 2s	4 stage 2s	0	3
Total	204	190	251	332	224 (68%)	107 (32%)

* Not all RMOs/Co-ops provided data on complaints for each quarter

During the year, the Housing Management Division of the department received 332 complaints (196 for the area teams) compared with receiving 251 complaints in 23/24 (202 for the area team). 68% of complaints regarding the Housing Management Division were concluded at stage 1 of the complaints procedure, a decrease from 70.2% in 2022/23, this indicates that the majority of the complaints are still dealt with at this stage.

The Housing Management Division responded to 72% of complaints within the target time (240 out of 332 complaints), a 1% increase from the previous year. Continuous monitoring of complaints takes place to ensure that any increases can be identified and addressed quickly and efficiently. Complaints are considered constructively and where possible are used to improve services through lessons learned identified. The Department is keen to learn from complaints to ensure the service provided to residents continues to be of a high standard and improvements and suggestions can be incorporated into service delivery.

