



Residents annual report

April 2023 to March 2024

Welcome to the housing annual report for 2023–2024

We want all our tenants to live in safe, high-quality homes in thriving neighbourhoods. While this is the case for many of you, we know that there are still improvements that can be made by our team. Being open and honest about how our housing service is performing is very important to us. We are working hard to improve the way we work with you and make all our homes great places to live. There is much work to be done in the housing sector and we are committed to improving our customer experience and to providing safe and genuinely affordable homes.



Councillor Louise Brett

Cabinet Member for Safe and Genuinely Affordable Homes

Looking after our residents and their homes is our top priority. This report is an opportunity for us to be open and transparent with you on how we have performed as a housing service in the past year and what we are doing to improve. As our residents, you have provided us with valuable insight into what is important to you in the services we provide. We are using this to help shape our future service delivery and look forward to continuing to work with you to improve.



Nicky Fiedler

Strategic Director for Housing and Environment

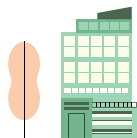
Round-up of the year

Our housing

Up to 31 March 2024, we had:

10,959

Council homes



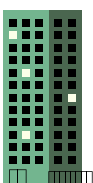
4,719

Leasehold and shared ownership homes



29

High-rise buildings (over 18m)



19

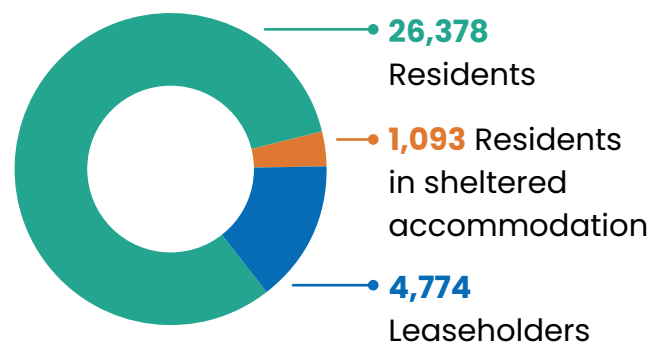
Hostel buildings



Our residents

Up to 31 March 2024, we had:

32,245 Total residents



2023–2024 finances

Figures previously reported were a forecast during the financial year.

The figures below are our actual financials for the period 1 April 2023 to 31 March 2024.

£77,296,000

Total income
(from rental income
and service charges)

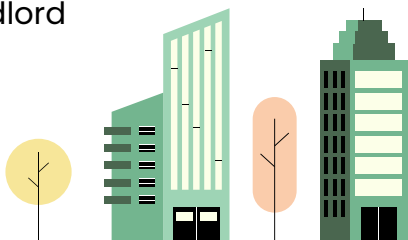
£81,430,000

 Total expenditure

inclusive of £4,134,000 drawn down
from HRA including reserves

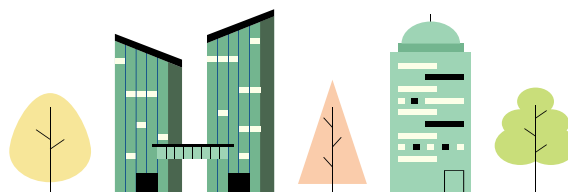
£11,424,000

Housing landlord
services and
community
housing



£6,441,000

Property and estate services



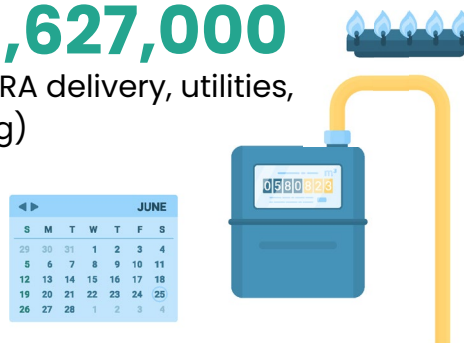
£1,616,000

Housing development



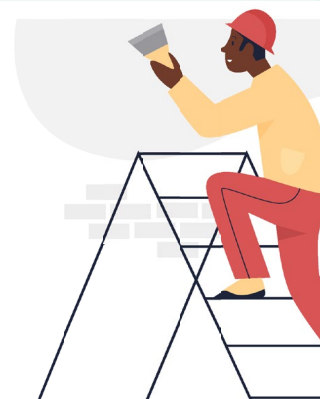
£40,627,000

Other (HRA delivery, utilities,
financing)



£21,322,000

Housing asset
management (repairs,
building safety, not
inclusive of major works)



Year in review

Tenant Satisfaction Measures (TSMs)

From 1 April 2023, the Regulator of Social Housing (RSH) asked all social landlords to carry out an annual survey asking residents to rate how they feel their landlord is doing using tenant satisfaction measures (TSMs).

At the end of 2023, we commissioned The Leadership Factor (TLF) to carry out a telephone survey on our behalf to over 1,000 residents, asking them to rate how they felt we are performing as a landlord against the 12 TSMs. This was our first perception survey and was carried out as part of our regulatory requirements.

The information provided allows us to understand how you feel about the services you receive, recognise areas that are performing well, and identify areas for improvement. We want to deliver a first-class housing service and we are committed to being honest with you about our performance.

The results of this survey are below. It should be noted that, these figures cover a 9-month period rather than the full 12-month period.

Reference number	What we asked our tenants about	Percentage (%) of satisfied responses from our tenants
TP01	Overall satisfaction	51.7%
TP02	Repairs service	57.5%
TP03	Time taken to complete most recent repair	58.7%
TP04	Home is well maintained	54.5%
TP05	Home is safe	62.1%
TP06	Landlord listens to tenants views and acts upon them	43.8%
TP07	Landlord keeps tenants informed about things that matter to them	58.0%
TP08	Landlord treats me fairly and with respect	61.2%
TP09	Landlord's approach to handling complaints	16.3%
TP10	Landlord keeps communal areas clean and well maintained	57.5%
TP11	Landlord makes a positive contribution to neighbourhood	57.9%
TP12	Landlord's approach to handling anti-social behaviour (ASB)	54.7%

Please note, these results have been updated since June 2024. The summer 2024 edition of Housing News reflects incorrect results for TP03, TP07, and TP08. The above reflects the results that were submitted to the regulator.

Repairs



57.5% satisfaction with repairs service



58.7% satisfaction with time taken to complete most recent repair



57.5% satisfaction that landlord keeps communal areas clean and well maintained

* Please note, these figures are for our main day-to-day repairs contractor, Wates. These figures do not include repairs for: door entry systems, fire alarms, lifts, aids or adaptations, specialist repairs, or repairs completed by ERS.

Looking after your home



General repairs:

13,854 Total completed

1,682 Emergency completed

746 Out of hours completed



Domestic heating repairs:

14,527 Total completed

1,236 Emergency completed



Commercial plant repairs:

2,108 Total completed

241 Emergency completed

How you said we're performing

"I have had no trouble or problems, if I have phoned up the issues are dealt with straight away."

"Everything we have needed doing gets done, if I report a repair, they attend to these. I have never had any problems with Ealing Council I have been a tenant for 22 years."

"When you call...depending on what department you need to get to, it can take time and you're having to wait."

"The responses vary. Some parts are responsive and some are difficult to contact."

How we are improving

We are increasing our capacity to respond to repairs by engaging a second day-to-day contractor and a specialist damp and mould contractor



We are improving how we collect and manage data to ensure that we can respond quicker where timescales might be slipping

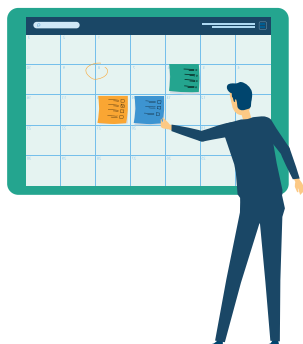


We are making it easier for residents to report repairs directly by telephone, online, and to a member of staff

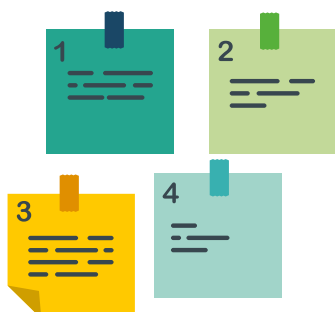


We are improving how we communicate with you about the status of your repair

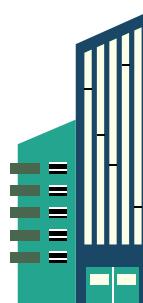
We are offering more flexibility around when repairs operatives can visit you



We are making sure that we follow up with you following a repair and remedying it if you are unsatisfied



We are prioritising repairs that pose a potential risk to health and safety



We are prioritising aids and adaptations that will improve residents' quality of life and allow them to remain in their home

Building safety

The safety of our tenants and leaseholders is our utmost priority. We work hard to ensure that all our homes are safe.



54.5% satisfaction that home is well maintained



62.1% satisfaction that home is safe

Building safety compliance

As at 31 March 2024, our building safety compliance was at:

95.1% Asbestos

96.1% Communal gas

90.4% Domestic gas

99.6% Fire Risk Assessments

94.3% Lift insurance inspection (LOLER)

91.3% Electrical installation condition reporting (EICR)

99.7% Water risk assessment compliance

Note: These figures exclude properties that are noted as 'disposed' or 'TA' stock.

How we are improving

We are consolidating and validating data in our housing management and compliance management systems to ensure accuracy. This will allow for a swifter response to compliance actions.

Building safety staff will continue to engage with residents to ensure that all safety inspections and required remediation works are undertaken in a timely manner.

Building safety officers will begin to carry out regular building inspections and record their findings. Residents will be encouraged to accompany officers on these inspections. Officers will ensure that all building residents are kept informed of their findings and actions taken.

We will be installing electronic noticeboards in our high-rise buildings to support the sharing of important building information.

The Building Safety Act 2022

All our high-rise buildings are required to have a building safety case in place for the Building Regulator to review.

A key part of the building safety case is the building specific resident engagement strategy. Our building safety officers will work with residents to develop these further to ensure that residents have the opportunity to be involved in decisions relating to the safety of the buildings they live in.

Stock condition surveys

In 2023 we began our comprehensive programme of stock condition surveys. Understanding the current condition of our stock will enable the effective targeting of capital budgets and the prioritisation of scheduled repairs. The programme is due to be completed by the end of 2024.



Resident engagement



43.8% satisfaction that landlord listens to tenants views and acts upon them



58.0% satisfaction that landlord keeps tenants informed about things that matter to them



61.2% satisfaction that landlord treat me fairly and with respect

How we are improving

We want to create an effective approach to resident engagement that makes every customer contact count.

We want to encourage wider resident involvement in influencing service creation, review, and delivery across our housing services.

We are analysing the effectiveness of our current customer engagement levels and speaking to our communities about how we can improve.

By listening to our tenants to understand their customer experience and what we need to change, staff and residents are working together.

We are forming co-production groups and workshops for each service area, where residents can review and shape our strategies, policies, procedures, and processes.

2023–2024 successes

We signed up to LGBTQ+ Housing Pledge scheme (previously HouseProud), which is designed to ensure LGBTQ+ residents are able to enjoy their homes without fear of discrimination. In 2024–2025 we will work towards achieving LGBTQ+ Pledge Pioneer accreditation.

"It's great to know what's happening in the other sheltered housing associations, as we don't have an association at our scheme and the C.A.S.H meetings help us to find out what the council is doing for us."

– C.A.S.H member

"The pop-up events provided a much-needed platform to voice our concerns directly to the council, offering immediate responses and fostering a sense of community."

– Northolt resident

"ECLA's forum and road show had met leaseholder's expectations... informative meetings"

– ECLA member

Anti-Social Behaviour (ASB)



57.9% satisfaction that landlord makes a positive contribution to neighbourhood



54.7% satisfaction with landlord's approach to handling anti-social behaviour

ASB case type



1,658

Enquiry/advice
(+3%)



353

Drugs (-38%)



247 Dispute/
harassment/verbal
abuse (-28%)



169

Violence related
(56%)



91

Congregation
(+2%)



69

Exploitation
concern (+73%)



62

Street population/
homelessness (+44%)



39

Encampment
(+15%)



32

Domestic
abuse (+14%)



25

Environmental
issues (-19%)



24 Damage
to property (-41%)



16 Hate
crime (-20%)

(% change from 2022-2023)

Parks and estates patrol service

Ealing's dedicated parks and housing estates patrol service, Parkguard, carry out targeted patrols on estates where residents raise concerns about criminal or anti-social behaviour they have experienced or witnessed. The patrol provides high visibility reassurance for residents and, as well as gathering important evidence for the council's safer communities team, take regular action to tackle anti-social behaviour where it is occurring.

In 2023-2024, the service:

- Carried out 2,300 targeted proactive patrols
- Engaged with over 4,000 residents
- Dealt with over 1,500 incidents
- Carried out 2,000 visits to residents to investigate and assess reports of environmental nuisance
- Issued over 900 warnings
- Issued over 100 fixed penalty notices for breaches of the borough-wide PSPO
- On over 600 occasions used PSPO and Community Safety Accreditation Scheme (CSAS) powers to disperse people from an area

In addition to our estates patrol service, the council additionally fund a dedicated estates-based police team, made up of 5 police constables and 1 police sergeant. This team is specifically focused on proactive problem-solving and tackling anti-social behaviour on council managed housing estates.

The focus of the patrol service is communication and engagement with the local community. We are one of the few boroughs in London to provide this service.

Complaints



16.3% satisfaction with landlord's approach to handling complaints

We know we have work to do to improve resident satisfaction with our approach to handling complaints. Understanding and learning from the issues raised will help us to improve the service we provide.

Overview

576 Stage 1 complaints

119 Stage 2 complaints

Over 90% of complaints about repairs

Housing Ombudsman

- **24** Housing Ombudsman determinations
- **18** Maladministration determinations
- **6** Severe maladministration determinations

We are disappointed by our level of maladministration in cases that have been considered by the Housing Ombudsman Service. We will make improvements to the service by using their detailed investigation reports and self-identified learning.

How we are improving

We follow the Housing Ombudsman's Complaint Handling Code. The purpose of the code is to enable landlords, such as the council, to review their current complaints procedure and performance in relation to social housing tenants and to name areas for improvement to ensure complaints are dealt with quickly and efficiently. In March 2024 we carried out a self-assessment against the Complaint Handling Code and created a new [complaints policy](#) and procedure to help comply with the code.

Over 90% of our stage 1 and 2 asset management complaints (91% at stage 1, 95% at stage 2) were about repairs. We are increasing our capacity to respond to repairs by engaging a second day-to-day contractor.

We are implementing a digital IT programme to improve complaints data availability and accuracy to allow for better customer insight and quicker resolution of issues.

We are revising the categories in our customer relationship management system to assist the effective allocation of complaints and strengthen our ability to report on trends and themes. We will be looking at the responses from the TSM questions to understand what our residents are telling us and build that into our service delivery, aided by residents who will review the service standards with us.

Lessons from complaints will be systematically fed back into housing services, incorporated into project plans, and reported at programme boards.

Look ahead 2024 –2025

We are looking to build upon our achievements and continue to work in areas where we know we need to perform better.

We are focusing on what our residents are telling us are their priorities. We will use this to develop and deliver a wide range of strategies and plans, including:

- Council housing revenue account business plan
- Asset management strategy
- Resident empowerment framework
- Building safety and compliance plans

These support the new consumer standards set out in the Social Housing (Regulation) Act 2023. As a social housing provider, we must adhere to the following standards:

- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Neighbourhood and Community Standard
- Tenancy Standard

The consumer standards are designed to protect residents and improve the services they receive. Good governance and resident empowerment will underpin our work to these standards.

In 2024–2025 we aim to introduce an independent housing board to oversee our progress against the consumer standards and beyond.

The purpose of the housing board will be to ensure residents voices are heard and feed into council decision making. We must work transparently as a landlord, and we want to encourage residents to scrutinise and influence the services we provide.

The board will receive reports from senior managers involved in the development, management and maintenance of council housing. Board members will be able to feedback to the council's business board, including directors and cabinet members, as well as Councillor Brett, the cabinet member for safe and genuinely affordable homes.

We will look to recruit 2 residents and 1 leaseholder representative.

Get in touch



Get involved:

residentinvolvement@ealing.gov.uk

020 8825 6535



Tenancy queries:

tenancymanagement@ealing.gov.uk

020 8825 5387



Rent queries:

housingrents@ealing.gov.uk

0208 825 8447