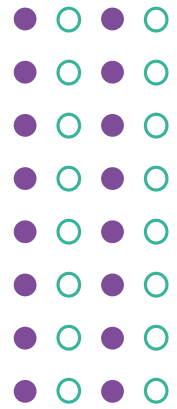


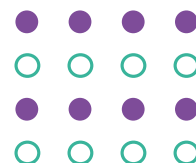
Housing Annual Report



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Welcome to the housing annual report for 2024-2025

We are pleased to introduce this year's report, which reflects not only the council's ongoing work to improve housing outcomes, but also the voices, insights, and priorities of our residents.

Safe and genuinely affordable housing remains a cornerstone of our borough's vision for inclusive, resilient and more connected communities. Over the past year, we've continued to make strides in tackling housing need, delivering new homes, improving quality and standards, and preventing homelessness. These achievements are the result of sustained collaboration across council teams, delivery partners, and - critically - our residents.

Councillor Louise Brett,
deputy leader and cabinet member
for safe and genuinely affordable homes



This report has been shaped in partnership with local people. Through ongoing engagement, honest conversations, and a shared commitment to positive change, we have worked to ensure that the report not only charts our progress, but also reflects the hopes, and concerns of residents. Transparency remains a guiding principle: we know that accountability to residents is fundamental to meaningful progress.

As we move forward, our focus remains clear: listening more, doing better, and working together to deliver housing services that are compassionate, inclusive, and forward-looking. We're grateful to every resident who has contributed to this report and to everyone helping us build the kind of homes and communities our borough deserves.

Nicky Fiedler,
strategic director of housing and environment

Round up of the year

Our housing

As of 31 May 2025, we had:



9,187
council homes



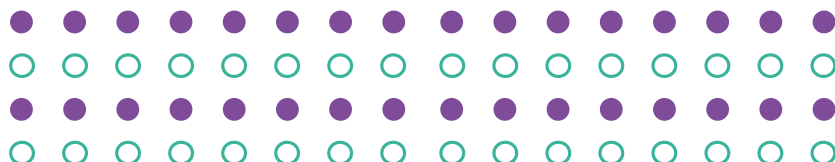
4,861
leaseholders



28
high-rise buildings



19
hostel buildings



How we spend your rent and service charges

Ealing Council manages its housing services through a dedicated housing revenue account (HRA). The HRA records all income and expenditure related to the council's landlord responsibilities for its housing stock.

The main sources of income for the HRA are rents and service charges paid by tenants and leaseholders.

These funds are used to cover key areas of expenditure, including:

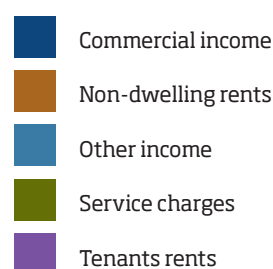
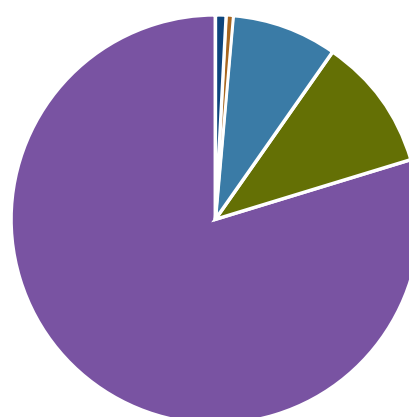
- day-to-day housing management
- repairs and maintenance
- major works and improvements
- loan repayments
- depreciation costs

Since the introduction of self-financing in 2012, Ealing Council has been responsible for funding all housing related costs from the income it generates, supported by reserves and borrowing where necessary. This approach gives the council greater flexibility but also requires careful financial planning to ensure the long-term sustainability of its housing services.



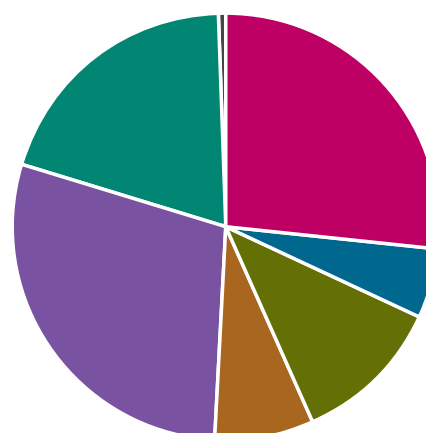
Where our money comes from: HRA income

	£m
Commercial income	£733,000
Non-dwelling rents	£686,000
Other income	£7,046,000
Service charges	£9,278,000
Rent from tenants	£69,130,000
Total	£86,873,000



How we spend our money: HRA expenditure

	£m
Capital expenditure	£23,370,000
Communal heating	£4,437,000
Home improvements	£9,857,000
Estate services	£6,676,000
Housing management	£24,952,000
Repairs and maintenance	£17,203,000
Contribution to HRA reserves	£378,000
Total	£86,873,000



Equality, diversity and inclusion

Ealing Council's comprehensive equality and diversity policy sets out the council's approach to meeting the diverse needs of its residents.

The council recognises and values the diversity of all people and communities in the borough.

The council understands that to achieve its goals it needs to provide services that are tailored to people's actual needs, by treating people differently where necessary to ensure fairness.

Ealing Council and local strategic partnership organisations are aiming to achieve the following objectives:

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity between people who share a protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not
- ensure we have a robust and accurate evidence base of equality information relating to our workforce and the community
- ensure equality related evidence is embedded into the decision-making process and forms an integral part of the evidence base for strategy and project development and delivery



In 2025, we introduced a new process for ensuring that we capture household vulnerability information and reasonable adjustment needs for all new tenants. This information is used to ensure that we take account of household needs when delivering housing services.

The sheltered housing management team are visiting all sheltered residents to ensure that we have a record of any household vulnerability and reasonable adjustment needs that residents would like us to be aware of.

We are setting up new reasonable adjustment alerts within our housing management system to ensure that when we are providing services to you that we take into account any specific needs that you may have.

Over the next year, we will be carrying out a resident census to ensure that we capture important information that you would like us to be aware of in relation to your household so that we can tailor our housing services to your needs.

Bringing our vision and values to life

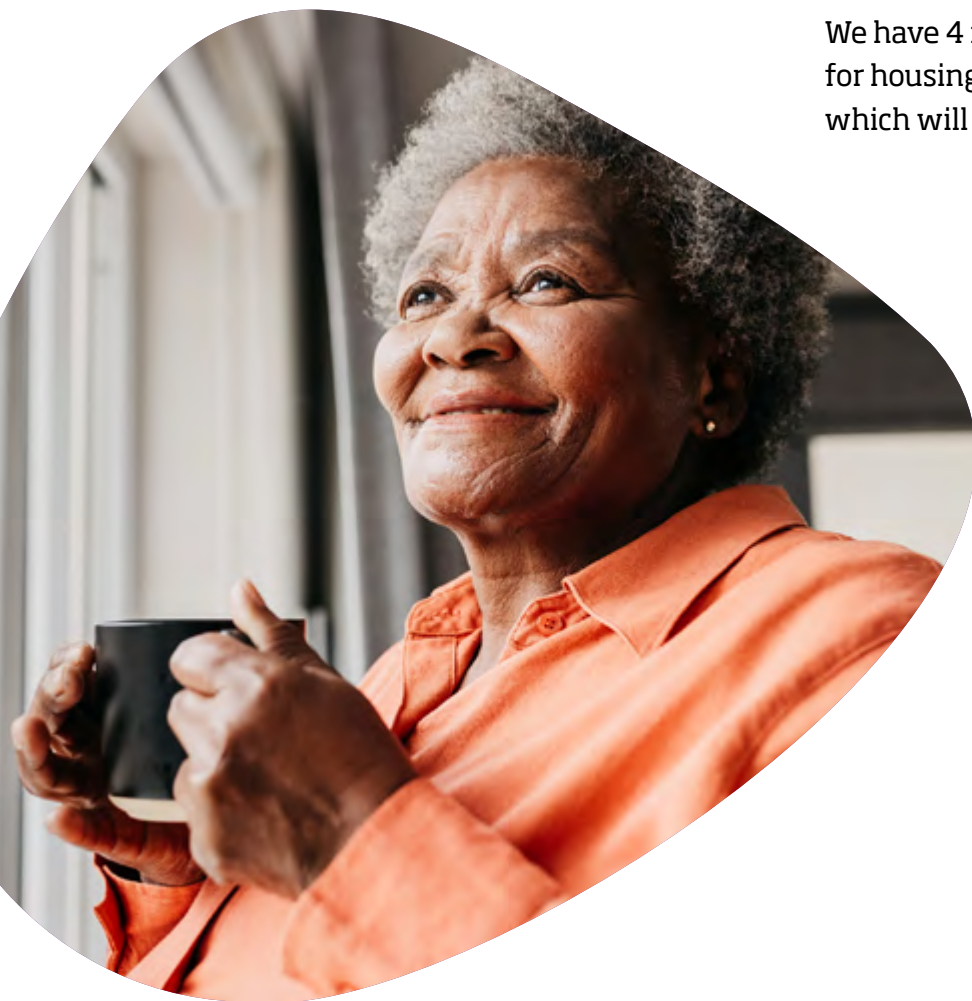
The Ealing Council vision is for all of our council residents to have a good quality, genuinely affordable home within a strong, thriving community where they can live happy and healthy lives.

We are committed to increasing inclusion, empowering residents and creating connected, strong and thriving communities across the 7 towns in the borough.

We continuously seek innovative solutions to:

- increase the supply of genuinely affordable homes
- prevent housing crisis
- ensure all rented homes are well managed
- address housing inequalities
- improve existing homes to ensure they are safe and fit for the future

We have 4 interconnected strategic priorities for housing in Ealing for the next 5 years, which will support us to deliver on our mission.



These are:

Priority 1 - Supporting growth:

We will seek to engage and empower residents in our work with partners to secure investment, ensuring Ealing's 7 towns have a sufficient number and mix of new genuinely affordable homes to meet existing and future housing needs.

Priority 2 - Quality homes and neighbourhoods:

We will provide homes that are safe, healthy and fit for the future. We will place community needs and aspirations at the heart of our work to invest and improve the quality of homes and neighbourhoods, building strong communities, supporting physical and mental health and well-being and ensuring residents benefit from the transition to net zero.

Priority 3 - Well-managed homes:

We will support residents to live settled lives. We will give residents living in social housing more power, control, and choice transforming housing services to ensure we meet their needs and rectify things quickly if they go wrong.

Priority 4 - Better lives and Connected Communities:

We will seek to fight housing inequalities, support independence and increase social connection to build community resilience. Together with our partners, we will meet the needs of those with specific housing and support needs, helping residents to maintain control over their lives and to thrive in the community.



The overarching Ealing Council value is to improve lives for residents, and we expect our workforce to:

- be passionate about making Ealing a better place
- see and appreciate things from a resident point of view
- understand what residents want and need
- do what they say they'll do on time
- be open and honest
- treat all people fairly
- challenge constructively and respectfully listen to feedback
- overcome barriers to develop our outcomes for residents
- work to high standards

The year at a glance -

what we have delivered in the last 12 months



Tenant Satisfaction Measures -

Overall satisfaction increased for 2024-25 to 56.2%, compared with 51.7% the previous year - 4.5% improvement

56.2%



Restructure:

We have restructured housing services, and we are in the process of recruiting to a number of new roles including Tenancy Sustainment Officers



Havelock Advice Venue:

We opened the Hav which was named by residents. Housing services are available for residents Tuesdays and Thursdays, 9am to 5pm



Repairs:

We have completed over **21,000** repairs



Resident Engagement Strategy:

We have worked with residents to produce a new Resident Engagement strategy which is available on the council website. This can be provided in other formats on request.



468

Number of involved residents:

Engaged 468 residents through participation in events, forums, workshops and surveys to help improve housing services



ASB

The Safer Communities team have investigated **411** ASB cases



Estate patrols:

The housing ASB patrol service carried out **2,853** estate patrols



Social housing lettings:

We completed **489** social housing lets between April 2024 and March 2025.



How we are performing/TSMs

Tenant Satisfaction Measures (TSMs)

From 1 April 2023, the Regulator of Social Housing (RSH) introduced a new requirement for all social landlords to carry out an annual survey asking tenants to rate how well their landlord is performing. These are known as Tenant Satisfaction Measures (TSMs).

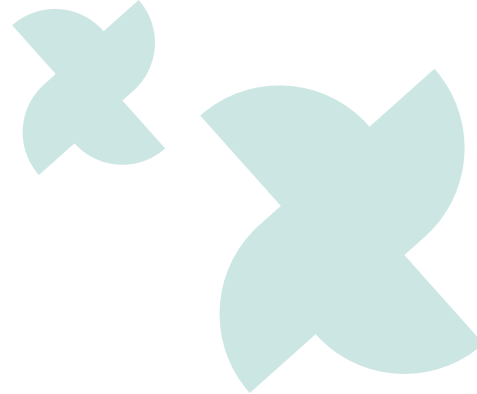
To ensure independence and consistency, we commissioned The Leadership Factor (TLF) to carry out this survey on our behalf. TLF conducts telephone interviews with tenants, asking them to rate our performance against 12 standardised TSMs.

We have now completed our second year of TSM surveys, with 1,050 tenants taking part for 2024/25. The feedback we receive helps us understand how you feel about the services we provide, identify what's working well, and highlight areas where we need to improve.

We are committed to delivering a first-class housing service and being transparent about our performance. Below, you'll find the results from the 2024/25 survey, alongside a comparison with our 2023/24 results. We have also benchmarked our performance with the mid-point or 'median' performance for London councils, using data from Housemark, a specialist housing performance organisation, who collected TSM data from 25 London councils and ranked them from best to worst.

Please note that the benchmarking figures may be subject to minor changes over the coming months. Any updates will be reflected on the TSM page of our website.





TSM Number	What we asked our tenants about	Percentage (%) of satisfied responses from our tenants		2024/2025 Housemark London Benchmark
		2023/24 result	2024/25 result	
TP01	Overall satisfaction	51.7%	56.2%	61%
TP02	Repairs service	57.5%	63.8%	64%
TP03	Time taken to complete most recent repair	56.4%	59.7%	61%
TP04	Home is well maintained	54.5%	56.1%	63%
TP05	Home is safe	62.1%	66.4%	69%
TP06	Landlord listens to tenants views and acts upon them	43.8%	45.9%	53%
TP07	Landlord keeps tenant informed about things that matter to them	61.2%	61.5%	71%
TP08	Landlord treats tenants fairly and with respect	58.0%	61.5%	71%
TP09	Landlord's approach to handling complaints	16.3%	21.0%	26%
TP10	Landlord keeps communal areas clean and well maintained	57.5%	63.1%	63%
TP11	Landlord makes a positive contribution to neighbourhood	57.9%	60.8%	61%
TP12	Landlord's approach to handling anti-social behaviour	54.7%	59.3%	59%

Management information scores

Our management information scores are quantitative, operational performance metrics that complement the perception-based TSMs. They are derived from internal systems and records (not surveys) and reflect how we are performing in key service areas to support our internal performance management.

Management information ref	Description of standard	Ealing performance		2024/2025 Housemark London Benchmark
		2023/24	2024/25	
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.6%	99.9%	99.8%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100.0%	100.0%	100.0%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	100.0%	100.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.0%	84.5%	100.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%	99.1%	99.3%
RP01	Proportion of homes that do not meet the decent homes standard (low cost rented accommodation only)	16.6%	7.1%	7.0%

Management information ref	Description of standard	Ealing performance		2024/2025 Housemark London Benchmark
		2023/24	2024/25	
RP02	Proportion of non-emergency responsive repairs completed within the landlord's target timescale (low cost rented accommodation only)	83.4%	82.6%	78.7%
RP02	Proportion of emergency repairs completed in the landlord's target timescale (low cost rented accommodation only)	73.1%	99.2%	94.1%
NM01	Number of antisocial behaviour (ASB) cases opened (per 1,000 homes)	54.2	36.5	24
NM01	Number of antisocial behaviour (ASB) cases that involve hate incidents opened (per 1,000 homes)	0.6	1.5	0.7
CH01	Number of stage 1 complaints received (per 1,000 homes)	55.3	47.9	73
CH01	Number of stage 2 complaints received (per 1,000 homes)	11.1	15.2	17
CH02	Proportion of stage 1 complaints responded to within the Housing Ombudsman's complaint handling code timescales	54.6%	60.9%	69
CH02	Proportion of stage 2 complaints responded to within the Housing Ombudsman's complaint handling code timescales	37.9%	54.1%	67

Quotes from tenants who took part in our Tenant Satisfaction Survey

"I can get an appointment easily without waiting for too long"

"Whenever I have had a problem, they have sorted it and the rent is affordable. I have no complaints, they look after the bins and keep the communal areas tidy"

"It can be really hard to get hold of them over the phone. You just get the answer machine or a message saying no one is available to take your call"

"The council do not respond to complaints in a timely manner or even act on the complaint"

"The staff are accommodating and friendly and have stepped up to the mark"

"I understand the council is a busy place to work but they should be listening to their residents"

How we are improving

For 2024/25, our Tenant Satisfaction Measure (TSM) scores improved across all areas, but we recognise there is still progress to be made, particularly for TP06 ('listens to me') and TP09 ('complaints handling').

Our TSM action plan aims to improve tenant satisfaction across the 12 key measures. The plan is informed by feedback from resident

engagement workshops, TSM surveys as well as regulatory requirements.

The below tables summarise some of the key themes and actions which have been delivered in 2024/25, and what we plan to do in the next 12 months to continue our TSM improvement.

Theme	Action	Tenant Perception Measure(s) Impacted	Date Delivered
Safety, repairs and maintenance	Trained one of our housing hubs to report and escalate repairs	TP01, TP02, TP03, TP04	December 2024
	Introduced a 7-day urgent category to prioritise repairs causing potential risk to resident health and safety	TP01, TP02, TP03, TP08	July 2024
	Strengthened our building safety compliance inspection regime to identify required work at an earlier stage enabling planned maintenance and reducing risk	TP01, TP05, TP10	March 2025
	Refocused our ongoing lift refurbishment programme, prioritising resident safety by using jeopardy reporting to identify and address high risk issues ahead of scheduled maintenance	TP01, TP05, TP10	March 2025
Fairness and respect	Launched a vulnerability task and finish group to ensure we are tailoring our services to vulnerable groups and residents who require reasonable adjustments	TP01, TP06, TP07, TP08	March 2025

Theme	Action	Tenant Perception Measure(s) Impacted	Date Delivered
Resident engagement and communication	Developed a housing Resident Engagement Strategy and published this on our website to outline our collaborative approach with residents to enhance service delivery	TP06, TP07	June 2025
	Planned and delivered a TSM resident engagement workshop to review our year end performance and gather further feedback from residents on how we can improve	TP01, TP06, TP07	April 2025
	Started a review of our website to ensure all housing information is accurate and easy to find	TP01, TP07	February 2025
	Increased joint patrols on our estates to boost safety and visibility	TP01, TP07, TP12	March 2025
	Commence delivery of training courses to ensure all staff know how to handle complaints properly	TP01, TP06, TP09	October 2025
	Ensure residents can raise complaints through various contact routes including online, via phone and in person	TP01, TP06, TP08, TP09	May 2025
	Produce a complaints leaflet for new tenants so they understand the complaints process from sign up stage	TP01, TP06, TP09	September 2025
	Continue running our complaints and repairs transactional surveys and introduce additional surveys for new lettings and aids and adaptations to gather further feedback on how we can improve	TP01, TP06, TP09	August 2025

Theme	Action	Tenant Perception Measure(s) Impacted	Date Delivered
Complaints handling and responsiveness	Made it more straightforward for residents to find information about the complaints process on our website and log a complaint	TP01, TP07, TP09	March 2025
	Introduced transactional surveys for repairs and complaints, to gather further feedback from residents who have interacted with these services	TP01, TP06, TP09	January 2025
Safety, repairs and maintenance	Extend training to all housing hub staff to ensure they can report and escalate repairs	TP01, TP02, TP03, TP04,	September 2025
	Improve the use of electronic noticeboards to inform residents of planned maintenance and repairs works	TP01, TP02, TP05, TP07	December 2025
	Continue training for contact centre officers around repairs, to make sure residents get the right help straight away, with clear explanations about repair priorities and what to expect next	TP01, TP02, TP03, TP05	December 2025 and ongoing
Fairness and respect	Publish our vulnerability and reasonable adjustments policy and implement our procedure to ensure we are tailoring services for vulnerable residents to ensure accessibility	TP01, TP06, TP07	October 2025
	Introduce new vulnerability and reasonable adjustments flags in our systems so we can tailor our approach when triaging and prioritising service requests	TP01, TP08	September 2025
	Deliver safeguarding, professional boundaries and mental health awareness training for staff to ensure we can provide tailored support to our vulnerable residents	TP01, TP08	January 2026

Theme	Action	Tenant Perception Measure(s) Impacted	Date Delivered
Complaints handling and responsiveness	Commence delivery of training courses to ensure all staff know how to handle complaints properly	TP01, TP06, TP09	October 2025
	Ensure residents can raise complaints through various contact routes including online, via phone and in person	TP01, TP06, TP08, TP09	May 2025
	Produce a complaints leaflet for new tenants so they understand the complaints process from sign up stage	TP01, TP06, TP09	September 2025
	Continue running our complaints and repairs transactional surveys and introduce additional surveys for new lettings and aids and adaptations to gather further feedback on how we can improve	TP01, TP06, TP09	August 2025

Voluntary undertaking

In February 2022, Ealing Council self-referred to the Regulator of Social Housing (RSH). This led to a Regulatory Notice in May 2022 and the council entering a voluntary undertaking to address these issues.

A detailed look at our building safety work highlighted some improvements that needed to be made. We found that we could not consistently provide the assurance required on record keeping, compliance checks, and follow up actions.

In response, we referred ourselves to the RSH, the national body which oversees social landlords like us. By voluntarily contacting the regulator, we took the lead in instigating improvements and were transparent about the need for immediate action.

In turn, in May 2022 the RSH then served us with a regulatory notice for breaching the Home Standard.

Since then, we have been working hard to address a series of improvements required, meeting regularly with the RSH. We have made good progress with safety checks, getting back towards 100% compliance with them after a backlog built up during the pandemic. All required fire risk assessments are currently up to date.

One of the reasons why we have not reached 100% for some checks is difficulty in accessing homes to do the checks. If we send you a letter informing you that a safety check is due, please use the contact details listed in it to make an appointment as soon as possible. The longer you leave it, the more you put your safety at risk.

We have also made a series of changes to the way we operate, including bringing in new leadership and restructuring our entire team. The restructure will ultimately give us the right people to deliver the best possible service to you.

Our recovery action plan anticipated that we would be back to full compliance by April 2023. However, some aspects of our commitment remain outstanding, and in May this year the regulator told us that we had failed to deliver against the terms of the regulatory notice. We are continuing to meet with the RSH each month, and we have redoubled our efforts to deliver the key parts of our plan by the end of July 2025, with actions due for full completion by December 2025.

Transparency, influence, accountability

Resident engagement

Ealing is evolving, not just as a council, but as a community. We are reshaping how we work with residents by placing power, trust and decision-making closer to the people who live here. Our commitment is to build a more inclusive, responsive and transparent housing service - one that reflects the diversity and aspirations of our borough.

Resident engagement is central to this vision. This is not just a regulatory requirement, but a shared responsibility and a vital part of how we improve services, build trust, and deliver better outcomes through:

1. reviving scrutiny panels
2. supporting resident associations
3. housing surgery events
4. support and training for residents
5. listening to feedback
6. providing more opportunities for residents to get involved to help us to improve housing services



In the last 12 months, we have:

- ✓ co-produced a new Resident Engagement Strategy through 4 resident workshops and 2 staff workshops
- ✓ expanded our mystery shopping programme to better understand service experiences
- ✓ delivered 2 Housing Service Standards workshops with residents to outline what you should expect from us
- ✓ engaged 34 sheltered housing schemes in developing new service standards through direct outreach, which involved visiting all schemes to capture tenant's views
- ✓ delivered tenant-led communal space refurbishments across 12 sheltered schemes, by replacing non-compliant furniture through co-productive workshops involving over 100 residents and stakeholders
- ✓ built and maintained an interested residents database consisting of 468 tenants and leaseholders, who proactively registered their interest in shaping housing services by participating in a wide range of resident engagement activities, including events, forum, surveys and consultations led by the resident engagement team
- ✓ delivered a housing hub surgery for the west of the borough
- ✓ supported 26 resident associations and 4 community associations including providing funding and training for their committees
- ✓ delivered Ealing Council Leaseholder Association's (ECLAs) Forum, where 107 leaseholders attended in July 2024, giving them a chance to discuss their issues with repairs, building safety, resident engagement, housing hubs, safer communities, home ownership and estate services
- ✓ supported Campaigning for Action in Sheltered Housing (CASH) and Wiser Heads, which are for older residents aged 65 and over by coordinating a range of inclusive activities for tenants and leaseholders - including a weekly older age choir
- ✓ delivered further localised events for sheltered housing residents
- ✓ hosted Christmas parties for all 34 sheltered schemes

What's next in 2025/2026

In the next 12 months, we will:

- ➔ launch the Ealing 100 network, to engage underrepresented residents, including those with vulnerabilities, or with protected characteristics, to ensure diverse resident voices are better represented in housing policy, service design and decision making
- ➔ publish our Resident Engagement Impact Report 2024/25, tracking outcomes and improvements
- ➔ implement our housing Resident Engagement Strategy 2025-2027 to ensure greater co-creation and engagement with residents
- ➔ publish our housing service standards so residents understand what they can expect from our housing services
- ➔ expand our communications and readers panel to improve the accessibility and clarity of all housing communications
- ➔ deliver more estate-based engagement events, focusing on areas with lower tenants satisfaction
- ➔ introduce a new Tenant Handbook, to clarify rights, responsibilities and service standards
- ➔ continue embedding feedback into service design, performance management and decision making at all levels
- ➔ expand our mystery shopping opportunities to ensure more residents feedback on the performance of housing services
- ➔ recruit residents to sit on our independent housing board to influence decision making in relation to our policies and service improvements
- ➔ create new resources to encourage more residents to get more involved



Feedback from residents

Henry - CASH chair

"We started the year with the promise to improve our relationship with Ealing Council. We believe that we have improved that greatly. We are now under the management of the Sheltered Housing Team, who have attended all CASH meetings, this year. Repairs have also improved, especially emergency repairs. We have had many council departments to our meetings and some very entertaining question and answer sessions."



Nigel - Resident Housing Forum and Readers Panel

"I'll take the time to properly go through the latest draft of the Resident Engagement Strategy tomorrow, but from a quick perusal, I can already see the quality and effort you've put into it. Really appreciate all the work you've done, thus far"

Jennifer - Resident Housing Forum and Readers Panel

"I've attended many workshops but never felt as though my thoughts were counted. However, this was different, I felt a part of a team, my opinions seemed to matter-voices seem to be heard. The environment was relaxed, and we were left alone to draw up what we as residents felt LBE 'were lacking' and what we as residents expected going forward"



Responding to your complaints

We know that when something goes wrong, how we respond matters. Complaints are one of the most important ways we learn, improve and build trust.

We are disappointed by our complaints' performance in 2024/25, as it is not what we expect or what we seek to deliver for our tenants and leaseholders. We note however

the small improvements in satisfaction with complaints handling and reduction in our maladministration rate. More importantly, we are confident that we have robust plans in place in relation to our key areas of weakness - property condition and complaints handling, to address these challenges and to drive significant improvements in 2025-26.

How we performed in 2024/25



Quotes from residents (from our complaints transactional surveys)

"I need more communication around next steps so I know what the outcome of the complaint will be instead of being in limbo"

"The council need to have more organisation, complaints responses are not coordinated properly or completed in a timely manner, I do not receive updates and have had to chase up to ten times"

"Staff need to be more compassionate"

"The complaints service has improved as the website provides more options to make a complaint rather than just giving a summary, it is more reactive, and we can escalate our complaints"





Tenant satisfaction with complaint handling (TP09)

21.0% of residents told us they were satisfied with how we handled their complaint - up from 16.3% in 2023/24



Timeliness of responses

stage 1 complaints
responded to on time: 60.9%
stage 2 complaints
responded to on time: 54.1%
escalation rate from
Stage 1 to Stage 2: 31.7%



Housing Ombudsman outcomes

total determinations: 23
maladministration findings: 50
(some cases had multiple findings)
maladministration rate: 82%, down
from 89% in 2023/24 (national
average: 80%)
most common issues: property
condition and complaints handling



In the last 12 months, we have:

- ✓ invested in our complaints team, increasing capacity and skills through a restructure to improve response quality and timeliness
- ✓ trained staff across housing services to take ownership of complaints, show empathy, and communicate clearly with residents
- ✓ improved stage 2 response times, reaching 88% on time in March 2025
- ✓ introduced new complaint templates and quality checks to ensure responses are clear, fair, and meet the Housing Ombudsman's Complaint Handling Code
- ✓ launched monthly transactional surveys to gather real-time feedback from residents after their complaint is closed
- ✓ listened to residents through engagement forums, using their feedback to shape our complaints improvement plan

In the next 12 months, we will:

- ➔ publish an annual complaints report, to ensure transparency with residents on our 2024/25 complaints performance and how we will be held accountable
- ➔ review and revise our complaints handling code and publish this on our website, to ensure we manage complaints fairly, transparently and effectively in line with Housing Ombudsman requirements
- ➔ use resident feedback to co-design improvements, including how we explain decisions and follow through on promised actions
- ➔ strengthen our learning from complaints, with regular reviews of Ombudsman cases and internal audits to identify trends and prevent repeat issues
- ➔ recruit new specialist complaints resolution officers to strengthen our ability to resolve complex complaints cases
- ➔ promote clearer routes to making complaints, including online, by phone and in person, ensuring accessibility for all residents

How to make a complaint



You can make a complaint in the way that suits you best:

- **online via My Account**
- **by phone: 020 8825 5000**
- **by emailing: housingenviron.complaints@ealing.gov.uk**
- **by speaking to an Ealing Council housing staff member**
- **by writing to us at Perceval House, 14 Uxbridge Road, Ealing W5 2HL**

You can expect us to:

- **acknowledge your complaint and explain what happens next**
- **ask if you have any vulnerabilities or support needs**
- **keep you updated on progress and timescales**
- **be honest, fair and respectful in our response**



Safety and quality

Improving our repairs service

We know that repairs are one of the most important services we provide – and one of the biggest drivers of tenant satisfaction. This year, we have made progress, but we also recognise there is more to do to ensure every resident feels safe, supported and heard when something goes wrong in their home.

Ealing Council delivers day-to-day housing repairs through a combination of in-house teams and external contractors, ensuring work is allocated based on capacity and expertise for borough-wide coverage.

Our in-house service, Ealing Repairs Service (ERS) focuses on communal repairs. Our external contractor Wates is responsible for responsive plumbing, electrical and general maintenance, while Axis oversees lighting, electrical compliance and the refurbishment of empty properties. TBrown are the gas contractors for all domestic and communal heating repairs.

Our performance in 2024/25



63.8%

satisfaction
with the overall
repairs service



57.7%

satisfaction with
the time taken to
complete a repair



63.1%

satisfaction that landlords
keeps communal areas
clean and well
maintained

These figures reflect year-on-year improvements across all 3 measures, with the largest increase in overall satisfaction (6.3%).

How you said we are performing

Residents have shared a mix of feedback through the TSMs

“

“The repair was done quickly, and the contractor was professional”

“I had to chase multiple times before someone came out. Communication needs to improve”

“The communal areas are cleaner than last year, but some repairs still take too long”



Looking after your home

In 2024/25, we completed:



21,978

reactive repairs across
our housing stock,
with 85.5% completed
within target



2,202

emergency
repairs



1,712

out of hours
repairs

2024/25	Total
Total repairs completed	21,978
Completed in target	18,794
Percentage in target	85.5%

Repairs by category	Total
Routine	17,222
Urgent	842
Emergency	2,202
Out of hours	1,712

Domestic heating	Total
Repairs	5,075
Emergency repairs	1,207

Communal heating	Total
Repairs	1,019
Emergency repairs	238

How we are improving

In the last 12 months, we have:

- ✓ improved contractor performance and responsiveness, especially for damp, mould and heating issues
- ✓ introduced new inspection software for surveyors to better record and follow up on repairs
- ✓ appointed a second contractor to reduce delays and improve the efficiency and responsiveness of our repairs and maintenance service
- ✓ developed detailed reporting tools to monitor timeliness and completion rates
- ✓ developed a service standard in collaboration with residents which gives clear and achievable targets for repairs

In the next 12 months, we will:

- ➔ continue to use resident feedback from transactional surveys to refine our repairs service and improve communication
- ➔ publish clearer guidance on how to report repairs and what to expect from our service
- ➔ continue investing in digital systems to improve scheduling, tracking and follow up
- ➔ improve our response to communal repairs to ensure they are dealt with promptly
- ➔ train our estate champions to use our Safety Culture App to report communal repairs, and expand to 100 estate champions by the end of the year
- ➔ begin the redesign of the MyAccount portal to enable reporting of repairs, viewing updates, scheduling appointments and keeping informed of communal repairs

Tackling damp and mould

Damp and mould can affect both your health and your home. We investigate all reports of damp and mould and are committed to supporting you in preventing and resolving it.







How we are improving

In the last 12 months, we have:

- ✓ set up a dedicated damp and mould response team to manage cases more effectively and consistently
- ✓ introduced a household vulnerability triage process - to ensure we assess risk and prioritise cases accordingly
- ✓ categorised damp and mould cases as high, medium or low risk, ensuring the most urgent cases are dealt with first
- ✓ delivered mould washes within 24 hours for severe cases, and within 7 days for moderate cases, alongside a healthy homes inspection
- ✓ provided residents with a written summary of findings within 48 hours of an investigation, including next steps and repair timelines
- ✓ partnered with specialist contractor, Zip Carbon to carry out treatments and repairs efficiently
- ✓ ensured that where a medical professional identifies a health risk, we begin investigations within 7 calendar days



In the next 12 months, we will:

-  prepare for the introduction of Awaab's Law in October committing us to dealing with damp and mould cases within defined timescales
-  improve our triage and inspection process to ensure faster, more accurate responses
-  use data from our stock condition survey to proactively identify homes at risk of damp and mould
-  publish a damp and mould action plan, so you can see what we are doing and how we are performing
-  expand resident education through leaflets, Housing News articles and housing hub events to help you prevent and report issues early
-  strengthen joint working between housing, public health and other council teams to improve case management and support for vulnerable households

How to report damp and mould

- **call us on 020 8825 5682**
Monday-Wednesday and Friday: 9am - 5pm, Thursday: 10am - 5pm
- **email dampandmould@ealing.gov.uk**
- **report online via the Ealing Council website**

Building safety

Building safety compliance

The safety of our tenants and leaseholders remains our highest priority and we are committed to meeting legal and regulatory requirements to ensure our homes are safe, secure and well-maintained. We take a proactive and transparent approach to compliance, supported by robust governance, regular inspections, and timely remedial action.

Compliance type	Compliant properties	Non-compliant properties	Total properties	Compliance % March 2025
Fire risk assessments (blocks)	784	0	784	100%
Water risk assessments (blocks)	279	51	330	84.5%
Asbestos risk assessment	1,029	0	1,029	100%
Gas - domestic	9,623	7	9,630	99.9%
Gas - communal	96	2	98	98%
Electrical installation condition report - domestic	9,921	268	10,189	97.4%
Electrical installation condition report - communal	858	14	872	98.4%
Lifting operations and lifting equipment regulations	112	1	113	99.1

Check www.ealing.gov.uk/asset-compliance for up to date safety and compliance.



Fire safety

As at March 2025, we completed 100% of required fire risk assessments (FRAs) in communal areas. Our responsibilities include maintaining and replacing fire doors and fire safety systems to prevent the spread of fire and ensure safe escape routes.

- 110 high-risk actions are being addressed, with a target completion of July 2025
- 1,314 medium-risk actions are scheduled for completion by December 2025

Electrical safety

We conduct Electrical Installation Condition Reports (EICRs) in all council-owned homes every 5 years, and in communal areas based in risk.

There is a target of 100% compliance in this area by December 2025.

- 9,921 domestic EICRs completed out of 10,189
- 858 communal EICRs completed out of 872
- All high-risk or category 1 issues are resolved on site before certification
- 2,215 medium-risk actions and 32 low-risk actions remain

Smoke alarms, heat detectors, and carbon monoxide detectors

In line with The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, we are ensuring all homes have working alarms. There is a target of 100% compliance in this area by July 2025

- 810 gas-serviced properties confirmed to have CO detectors
- 3,398 properties pending confirmation of smoke alarm installation

Gas safety

We ensure all gas appliances, fittings and flues are safe through annual checks by Gas Safe registered engineers.

- 99.9% of domestic safety checks completed
- only 7 properties had overdue certifications at end of March 2025, all under active management
- strong resident engagement has helped maintain low no-access rates



Lift safety

All lifts are inspected every 6 months and maintained monthly under the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER).

- 113 lifts in operation
- 99.1% of inspections completed
- no outstanding high-risk issues

Legionella control

We meet our legal duty under the Control of Substances Hazardous to Health (COSHH) Regulations 2002 through regular testing of communal water systems to prevent bacteria like legionella.

- 100% legionella risk assessments completed
- ongoing monthly temperature checks, servicing and outlet flushing in place

Asbestos management

We check for asbestos in communal areas and before letting homes in line with the Control of Asbestos Regulations 2012.

- 1,029 communal buildings have up-to-date asbestos management surveys
- all empty homes are checked for asbestos before re-letting



Making sure your home meets The Decent Homes Standard



The Decent Homes Standard (DHS) is the minimum quality benchmark that all council-owned and social housing properties must meet. For Ealing Council, this standard is central to ensuring that tenants live in safe, well-maintained and energy-efficient homes.

Our current performance as of March 2025

- 92.9% of our homes meet the Decent Homes Standard
- we have completed detailed surveys (called Stock Condition Surveys) on 78.6% of our homes to check their condition and plan future improvements
- We have uploaded 7,847 homes into our system, and more are being added as we finish quality checks and receive outstanding survey results, with a target completion of July 2025.

How we are improving

In the last 12 months, we have:

- ✓ where safety related access is required, we have made 3 attempts to access every home that we have not been able to access at first attempt - as we do for all safety checks
- ✓ we expect to achieve at least 80% completion by the end of June 2025 for the remaining non-access properties

In the next 12 months, we will:

- ➔ implement a targeted campaign to reach homes we cannot access, with extra surveyors working throughout May and June 2025 to undertake as many appointments as possible, and link this with our safety checks
- ➔ we have asked experts at Savills (a leading property agent) to help us assess how much our homes will be worth over time. They are using a method called Net Present Value (NPV) modelling, which estimates the future financial value of our homes by considering things like rental income, maintenance costs, and inflation
- ➔ this will help us shape a new asset management strategy, which we will finalise in September 2025 and start using from 2026/27
- ➔ we will revise our 5 year plan and notify residents when work will be undertaken in their homes.

Neighbourhood and community



Improving your communal and green spaces

We work in close partnership with residents and local organisations to make our estates and neighbourhoods safe, welcoming and well-maintained places to live.



Sheltered housing improvements

In the last year, we have invested in the communal areas of our sheltered housing schemes, replacing outdated furniture with fire-safe alternatives. These upgrades were co-designed with tenants, families and stakeholders through collaborative workshops, ensuring the spaces reflect residents' needs and preferences.



Gardening support for vulnerable residents

We have provided gardening services to 237 elderly and disabled tenants, helping them maintain safe and accessible outdoor spaces. Delivered in partnership with Greener Ealing Ltd., who deliver our waste, recycling, street cleansing, grounds maintenance and parking services, the service included 8 grass cuts and regular hedge trimming undertaken across the year.





Antisocial behaviour (ASB)

We are committed to tackling crime and antisocial behaviour (ASB) that affects our residents and communities. The council's safer communities team provide a dedicated duty service that can be accessed directly by residents 9am-5pm every working day. Residents who contact the service are guaranteed a same-day response to any telephone call or email during working hours, and a next-working-day response to any emails received outside of working hours.

The safer communities team take a problem-solving approach and are committed to working closely with residents, police and housing services, and with other key partners to ensure residents are protected from the effects of ASB and crime, and that those responsible for ASB are held to account.



ASB reports 2024/25

The safer communities team opened 411 housing ASB investigations in 2024/25. This table provides information about the types of ASB reported:

ASB type	Proportion of cases
Threats / harassment	36.5%
Drug related	30.7%
Violence related	16.8%
Groups congregating	11.2%
Homelessness concerns	8.3%
Domestic abuse	5.4%
Damage to property	5.1%
Exploitation	4.9%
Alcohol related	2.7%
Rubbish or littering	2.2%
Brothel or sex working concerns	0.5%

The noise and nuisance service in collaboration with the communities team opened investigations into 243 cases of noise and environmental nuisance related to council tenants.



ASB enforcement actions 2024/25

As well as working closely with partners to proactively tackle ASB through early intervention and prevention, the safer communities team use a range of criminal and civil enforcement powers to protect our tenants in cases of serious or repeated ASB.

ASB enforcement action relating to council tenants 2024/25

Notice of seeking possession (NOSP)	6
Injunctions	14
Closure orders	13
Possession orders	2
Community protection notices	21

Notice of seeking possession: The council is committed to supporting residents to sustain their tenancies. Housing tenancies come with responsibilities as well as rights, which include behaving responsibly and respectfully. In situations where serious or repeated ASB takes place at a property, the council may need to issue a notice of seeking possession and if appropriate, consider legal action, including eviction.

Injunctions: This is an order obtained in the County Court or High Court that places specific conditions on a person. Breach of an injunction may result in arrest and imprisonment.

Closure orders: This is an order obtained in the magistrates' court and allows for the council or police to close a property where serious ASB has occurred. Closures can remain in place for a period of up to 6 months and breach may result in arrest and imprisonment.

Community protection notice: Issuing a community protection warning or notice - this is a step that requires a person to abide by specified prohibitions or requirements, failure to do so may result in prosecution and further action (such as possession proceedings).



Housing estate ASB patrols 2024/25

The housing ASB patrol service undertook 2,853 directed patrols of Ealing Council managed housing estates and produced 695 intelligence reports on individuals, addresses and vehicles involved in ASB and crime. As a result of the patrols, there were 346 occasions where ASB was identified and linked to a specific address, 358 occasions when ASB was identified and linked to a specific person, and 60 occasions in which ASB was identified and linked to a vehicle.

There were 462 occasions in which the housing public spaces protection order (PSPO) was utilised to disperse, warn or issue a penalty notice to a person identified as involved in ASB.

The patrol worked in partnership with the police on 60 separate operations on Ealing Council managed estates and completed 155 joint patrols with police on Ealing Council managed housing estates. As a result of this activity, 11 arrests were made detaining individuals found committing indictable criminal offences on the estates.

A further 254 patrols were undertaken with partners in support services, including drug and alcohol intervention specialists and rough sleeping outreach workers. There were also 23 occasions when the patrol served legal documents on tenants who had been identified as being responsible for causing nuisance or ASB to their neighbours. These documents included court summonses and injunction paperwork.

Estate CCTV

As of March 2025, we had 263 public safety CCTV cameras on our housing estates. The 24-hour CCTV control centre has been located on a key Ealing Council housing estate since February 2024.

During 2024/25 reporting year, the service operated 24 hours a day, 7 days a week with no service downtime and no occasions during which the control room was not staffed.

The CCTV control centre regularly hosts officers from police and from the council's safer communities team and receives proactive tasking requests from both.

During the 2024/25 reporting year the CCTV control room recorded 339 incidents relating to crime or ASB on Ealing Council managed housing estates. 202 of these were proactive incidents in which CCTV operators identified an issue as a result of proactive CCTV patrols and observations; 137 were reactive incidents in which operators responded to a report from a council or police officer. An additional 137 incidents relating to fly-tipping were captured by the service.

In total, the service undertook 737 proactive tasking patrols on Ealing Council managed housing estates (i.e. patrols tasked as a result of a request from the council's safer communities team).

ASB Tenant Satisfaction Measure performance

- **60.8% satisfaction** that landlord makes a positive contribution to neighbourhood
- **59.3% satisfaction** with landlord's approach to handling ASB

How we are improving

In the last 12 months, we have:

- ✓ referred 22 high-risk ASB cases, including domestic abuse survivors, to the council's housing social welfare panel for extra support
- ✓ connected 31 residents with Victim Support to ensure they receive the help they need
- ✓ improved our ASB case management system to better record what you tell us, act on it quickly, and keep you informed
- ✓ increased joint patrols on our estates to boost safety and visibility
- ✓ commenced upgrades to our 24/7 CCTV network and control room to improve monitoring and response
- ✓ updated our housing ASB service standards, co-designed with residents through 2 workshops led by our resident engagement team
- ✓ renewed funding for dedicated ASB patrols on housing estates through to 2028 - focusing on the areas you've told us matter most
- ✓ launched our hate crime partnership and operational group to better identify and respond to hate crimes and incidents
- ✓ secured extra funding from London's Violence Reduction Unit (VRU) to support estate-based safety work
- ✓ strengthened our partnership with integrated youth services to intervene earlier when children and young people are involved in ASB



In the next 12 months, we will:

- renew our borough-wide Public Spaces Protection Order (PSPo) to help protect our housing estates
- host more partnership events on estates to connect with you and hear your concerns
- continue to deliver high levels of uniformed patrols and targeted enforcement where you've told us it is needed most
- progress our plans to upgrade CCTV infrastructure across estates
- publish an annual housing ASB report to keep you informed about what's being done to tackle crime and ASB
- improve how we communicate with you, making sure your voice shapes our services
- deliver a service that is sensitive to your needs and focused on the best outcomes for you and your community
- expand joint working with local partners to keep your neighbourhoods safer

Supporting our residents

Supporting our Tenants

Our housing services are here to support tenants at every stage of their tenancy. We help residents stay in their homes, live safely and comfortably and access the services they need. We are committed to treating all tenants and leaseholders with fairness, dignity and respect. Our goal is to ensure our services are accessible and responsive to individual needs.

In the last 12 months, we have:

- ✓ listened to residents through a series of customer access workshops to understand how you want to contact us and the barriers to accessing housing services
- ✓ tested new ways of working to improve how we support residents with additional needs, drafting a new Housing Vulnerability and Reasonable Adjustments Policy and Procedure
- ✓ trained staff to spot and respond to safeguarding concerns
- ✓ drafted a resident support directory to help connect residents with the right services at the right time, both within and outside of the council

In the next 12 months, we will:

- ➔ roll out a new resident vulnerability form to help us better understand and respond to your needs, especially at sign-up or during home visits
- ➔ improve how we record and respond to your support needs in our housing systems, so you don't have to repeat information to officers
- ➔ carry out a resident census which will include asking you if there is vulnerability in your household or any reasonable adjustment needs that you would like us to be aware of
- ➔ use your feedback to shape how we handle complaints, repairs and communication, especially for residents with complex needs
- ➔ recruit 2 tenancy sustainment officers and 2 financial inclusion officers to provide additional support to tenants
- ➔ provide a new tenants handbook that will provide you with information about your tenancy and housing services
- ➔ publish housing service standards that have been co-produced with engaged residents



Supporting our Leaseholders

We are committed to providing clear, responsive and fair services to our leaseholders and shared owners. Our dedicated home ownership team support residents from initial purchase - whether this is through the Right to Buy scheme or shared ownership - and throughout the journey as homeowners.

We offer tailored advice and support on a wide range of home ownership matters, including:

- understanding leaseholder rights and responsibilities
- navigating service charges, major works and lease extensions
- managing solicitor enquiries, collective enfranchisement, and more

We also work closely with contractors and service teams to resolve disputes and ensure that issues, such as leaks from leasehold flats are addressed quickly.

In emergencies, the council will use its legal right of entry to prevent further damage or risk to property.

Major works

Under the terms of the lease, leaseholders are required to contribute to the cost of major work based on the rateable value of their property. However, we recognise that some residents may face financial hardship. We offer extended repayment packages to leaseholders where vulnerabilities or financial hardship circumstances have been identified.

Before any major works begin, we carry out statutory consultation and invite leaseholders to share their views on the proposed works. This feedback helps shape the scope and

delivery of the proposed works. We also offer site meetings before and after the works, giving homeowners the opportunity to discuss the plans and quality with project managers and contractors.

The council work closely with ECLA to receive feedback and improve services for homeowners. Monthly meetings are held with committee and public forums are held annually giving homeowners the opportunity to meet officers and service providers.

How we are improving leasehold services

In the last 12 months, we have:

- ✓ drafted a new homeowners' handbook, co-designed with service teams and the ECLA, to provide clear guidance on rights, responsibilities and services
- ✓ delivered a homeowner satisfaction survey to better understand your experiences and priorities
- ✓ agreed updated service standards with ECLA to ensure transparency and accountability
- ✓ carried out estate inspections and resident association meetings to hear directly from homeowners
- ✓ hosted a leaseholder forum in partnership with ECLA, featuring expert input from the leasehold advisory services
- ✓ introduced a single contact number to make it easier for homeowners to reach the home ownership team
- ✓ implemented credit reference agency access to prevent Right to Buy fraud

In the next 12 months, we will:

- publish the homeowners' handbook online, making it accessible to all leaseholders and shared owners
- use the results of the homeowner satisfaction survey to develop a homeowner improvement plan, in consultation with ECLA
- review the way in which homeowners and their tenants can raise communal repairs, to improve response and clarity
- explore digital transformation solutions to help the council collect and manage compliance data for leasehold properties more effectively
- audit service charges for accuracy and alignment with lease provisions
- create a transparent major works cost forecasts for all blocks in the capital programme
- explore digital self-service tools for account access, statements and feedback
- embed monthly surgeries with leaseholders as part of operational service delivery
- embed root cause analysis from complaints to improve service design and satisfaction
- undertake data matching and cleaning of all leaseholder records and accounts
- ensure all published communications are available in accessible formats
- embed equality impact assessments into policy and decision making
- improve overall leasehold satisfaction from its current baseline
- benchmark fees and charges against other London local authorities to improve income



Responding to housing demand in Ealing

In Ealing, the demand for council housing remains exceptionally high, with a growing number of residents applying for social housing each year. The need continues to far exceed the available supply, with over 7813 households on the waiting list as of March 2025.

Families in particular face long waits, especially those requiring larger homes. At the end of March 2025, 5892 households were waiting for properties with 2 or more

bedrooms, highlighting the urgent need for increased housing provision to meet the needs of our community.

In January 2023, we published our revised Housing Allocations Policy following consultation with residents. During 2024/25, this policy was implemented to ensure that housing applications are prioritised effectively, giving those in the greatest need the best opportunity to be housed.

In the last 12 months, we have:

- ✓ successfully completed 771 social lettings, including 489 London Borough of Ealing lettings and 290 registered provider lettings, with 470 of these allocated to homeless households
- ✓ significantly reduced reliance on Travelodge for temporary accommodation, with only 4 households remaining at the end of March 2025
- ✓ completed on 10 properties through open market purchasing as part of our Local Authority Housing Fund Round 2 (LAHF R2) delivery target, designated for temporary accommodation and resettlement
- ✓ delivered 'tenancy ready' workshops for residents in hostel accommodation, supporting their transition into more permanent housing in the private rented sector
- ✓ introduced a new resettlement and aftercare team within the housing demand service to support households exploring housing options outside of the borough
- ✓ drafted our Homelessness and Rough Sleeping Strategy 2024-2029 to outline our areas of focus for the next 5 years
- ✓ maintained our position as one of London's leading boroughs in homelessness prevention, with consistently high success rates



In the next 12 months, we will:

- ➔ maintain our commitment to allocating 75% of social housing lets to homeless households
- ➔ introduce lettings satisfaction survey to collate feedback about satisfaction with the lettings process and property enabling us to continuously improve the lettings process
- ➔ work towards ensuring families do not remain in unsuitable temporary B&B accommodation for more than 6 weeks
- ➔ eliminate the use of Travelodge for temporary accommodation
- ➔ complete the delivery of 32 properties funded through the Local Authority Housing Fund Round 2 (LAHF R2), designated for temporary accommodation and resettlement
- ➔ continue to bring void properties back into use to maximise the availability of housing stock
- ➔ work with adult services and tenancy management to identify and assist tenants who wish to move into social housing properties with fewer bedrooms (downsize) through the under-occupation scheme



Looking ahead 2025/2026



Resident engagement

We will engage with all residents about how we deliver services in the future.



Building safety and compliance

There are a range of building safety compliance works that require access to tenants' homes including gas safety checks, EICRs, stock condition surveys and installation of smoke and CO2 alarms. It is very important that you support us to get these works completed by agreeing to arrange access so that these works can be completed.



Resident Census

To ensure we deliver the best possible housing services, we want to better understand the diverse needs of all our residents. We will be working with TLF, who run our TSM survey, to help us carry out a census across all our homes. This will help us gather important information about residents' needs, including any vulnerabilities and details related to equality, diversity, and inclusion.

We will publicise more details and confirm the launch date of the survey in the coming months. When the time comes, you'll be able to take part in a way that suits you, whether that's by post, text, phone, home visit, or by filling it in yourself online.



Tenant Satisfaction Measures

These surveys are a requirement set out by the Regulator of Social Housing (RSH) and they support us to improve the services we provide to you. We publish the satisfaction rates on our website.



Awaab's Law

Following the tragic death of Awaab Ishak, a 2-year old child living in a 1-bedroom flat caused by prolonged exposure to black mould, Awaab's Law was introduced in July 2023 as part of the Social Housing (Regulation) Act.

Awaab's Law will come into force for the social rented sector from 27 October 2025. From this date, social landlords will have to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants within fixed timeframes.

We are ensuring that our policy and procedure for tackling damp and mould is aligned to the guidance provided by the government.

We encourage all residents to report any issues concerning damp and mould to us so that we can fully investigate the cause and find a solution.



Regulator of Social Housing Consumer Standards Inspection

All social landlords are subject to an inspection by the RSH every 4 years, as part of a national programme to ensure social landlords are delivering safe, decent homes and high-quality services. In May 2025, we received formal notification from RSH that we would be undergoing an inspection. The inspection focuses on key areas including:

- Safety and Quality (including repairs, damp and mould, and building safety)
- Transparency, Influence and Accountability (how to engage with residents and respond to complaints)
- Neighbourhood and Community (including antisocial behaviour and local partnerships)
- Tenancy Services (such as allocations and lettings)

The inspection is a vital opportunity to reflect on our progress and ensure we are delivering the best possible housing services for our residents. We are committed to transparency and will share the outcome of the inspection when complete.

