

WANDSWORTH BOROUGH COUNCIL – RESIDENT SERVICES DEPARTMENT

ANNUAL AREA HOUSING PANEL PERFORMANCE REPORT
KEY PERFORMANCE INDICATORS FOR 1 APRIL 2025 TO 31 MARCH 2026

AREA HOUSING PANELS: October 2026

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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 2025/2026: Achieve 95% compliance or more with the Decent Homes Standard

The Decent Homes Standard has the following four criteria:

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

In 2023/24, the Council completed a stock condition survey based on 6.5% (1,106) of its tenanted stock. In May 2025, the Council commenced a Stock Condition Survey (SCS) programme across its entire portfolio (due to complete December 2026) which is expected to produce more accurate assessments of our stock. The table below shows progress made to date.

Number of Stock Condition Surveys completed As at March 2026*	Central	Eastern	Southern	Western	Total
Total tenanted Homes (stock as at 31.03.2025)	3,270	4,877	3,276	4,265	15,688
Stock condition surveys completed to date (tenanted stock) *	747 (22.8%)	2,302 (47.2%)	670 (20.4%)	533 (12.4%)	4,252 (27.1%)
HHSRS identified (Category 1 and 2)	188	706	252	144	1,290
HHSRS closed (Category 1 and 2)	133	621	118	109	981

*The programme of stock condition surveys across all tenanted properties commenced in May 2025

Based on the data collected to date from the from the first year of the SCS programme and the existing data, 10% of Council properties have been found to be non-decent. The figure is expected to fluctuate as more data becomes available throughout the life of the programme. Properties identified as non-decent are being added into the capital works programme for remedial work. Where an individual tenant refuses work to be carried out on their home to bring it up to the Decent Homes Standard, the home remains below the standard until the property is vacated, at which point the necessary work is 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.

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 2025/26.

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/>. The Council is currently working towards the TSM 2026 submission and the information on the latest performance will be made available in the link above in July. Findings from the perception surveys – undertaken in August 2025 – are provided below.

% Satisfied	2023	2024	2025
TP01. Overall satisfaction	64%	65%	68%
TP02. Satisfaction with repairs	53%	58%	61%
TP03. Satisfaction with time taken to complete the most recent repair	52%	57%	57%
TP04. Satisfaction that the home is well maintained	59%	61%	66%
TP05. Satisfaction that the home is safe*	76%	70%	75%
TP06. Satisfaction that Wandsworth Borough Council's Housing Service listens to tenant views and acts upon them*	51%	50%	61%
TP07. Satisfaction that Wandsworth Borough Council's Housing Service keeps tenants informed about things that matter to them*	66%	62%	70%
TP08. Agreement that Wandsworth Borough Council's Housing Service treats tenants fairly and with respect *	77%	78%	78%
TP09: Satisfaction with Wandsworth Borough's Council Housing Service approach to handling complaints	16%	22%	21%
TP10: Satisfaction that Wandsworth Borough Council's Housing Service keeps communal areas clean and well maintained	56%	58%	58%
TP11: Satisfaction that Wandsworth Borough Council's Housing Service makes a positive contribution to neighbourhoods*	67%	65%	72%
TP12: Satisfaction with Wandsworth Borough Council Housing Service's approach to handling anti-social behaviour*	67%	62%	67%

*Valid responses only i.e., 'not applicable/don't know' responses removed

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.

Average Cost of Management

The average weekly cost of management per home shows how much the council spends each week to manage its housing services.

It is worked out by taking the total cost of running housing services for the year, subtracting any service charges paid directly by tenants, dividing this by the average number of homes, and then dividing by 52 weeks.

Service charges are costs for specific services (like cleaning or caretaking) that tenants pay for separately.

	Actual	Actual	Actual	Actual	Forecast
Year	2022/23	2023/24	2024/25	2025/26	2026/27
Average weekly management cost	£21.51	£27.02	£37.47	£38.14	Currently being reviewed

Average Cost of Maintenance

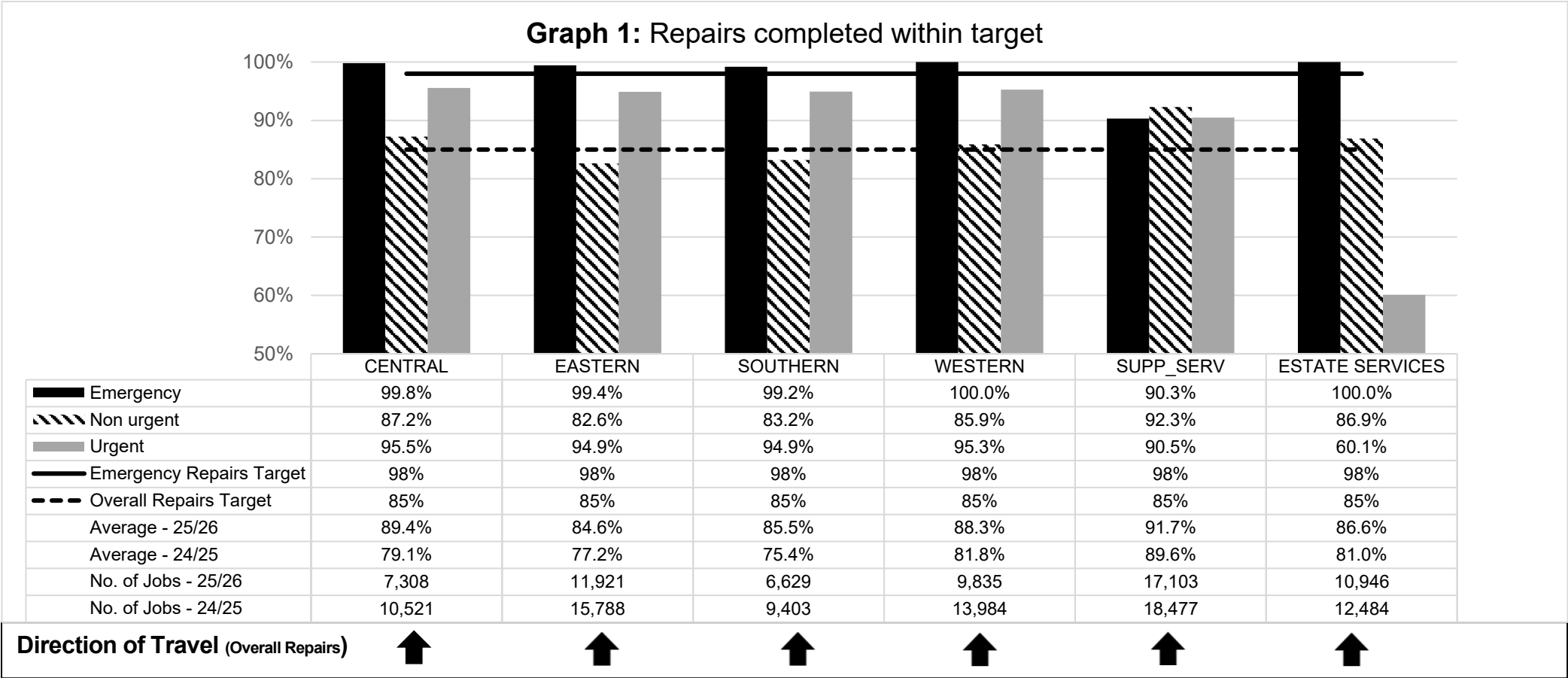
The average weekly cost of maintenance per home shows how much the Council spends on repairs each week for each property.

It is worked out by taking the total amount spent on repairs over the year, dividing it by the average number of homes, and then dividing that figure by 52 weeks.

		Actual	Actual	Actual	Forecast
Year	2022/23	2023/24	2024/25	2025/26	2026/27
Average weekly maintenance cost	£41.58	£48.90	£63.62	£62.72	Currently being reviewed

COMPLETION OF REPAIRS WITHIN PRIORITY TIMES ALLOCATED

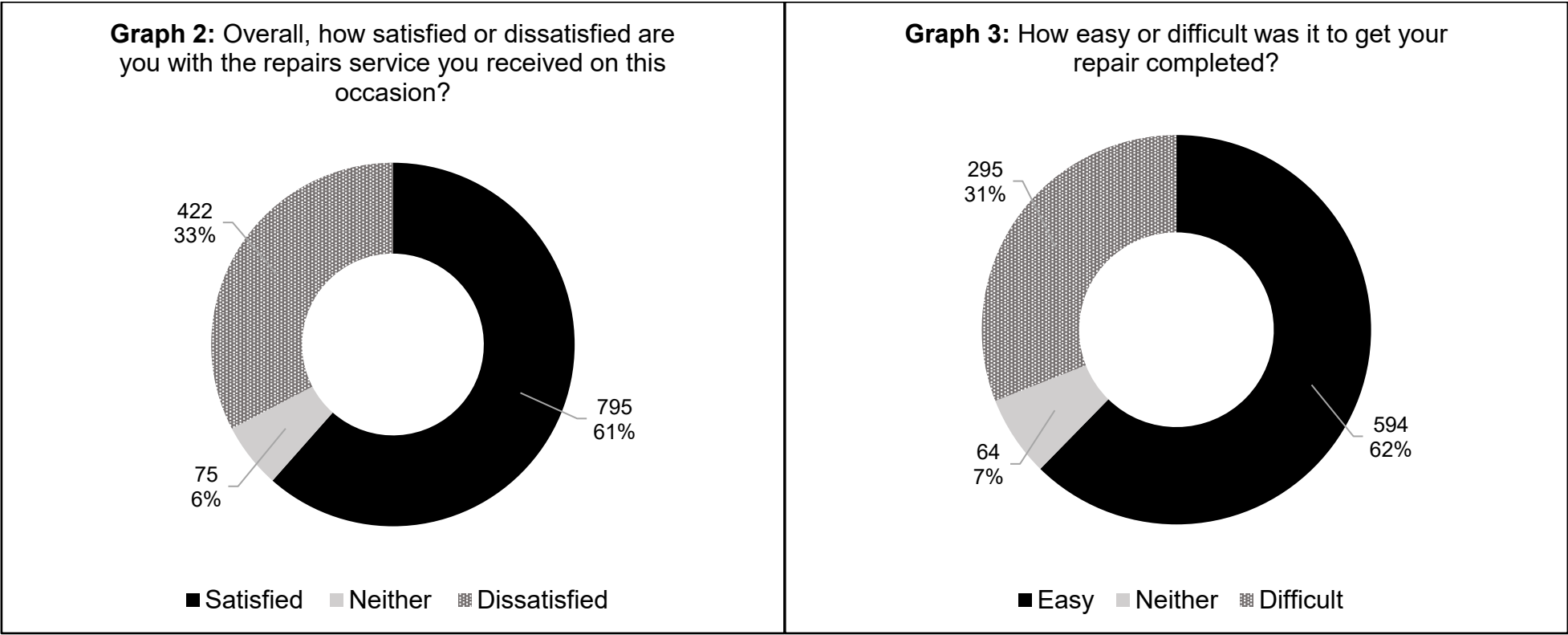
86.6% of repairs overall were completed on time in 2025/26, exceeding our target of 85%. The 98% target for completing Emergency Repairs was also met by all Area Teams and Estate Services. The number repairs completed across all Area Teams and services have been lower than the previous year. Monthly contractor meetings are held to review work outstanding and to focus efforts into completing all repairs within target.



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. Both are conducted on the Council’s behalf by a market research agency.

Repairs satisfaction has been reported as part of the quarterly Area Housing Panel reports since Q1 23/24. Due to technical issues reconciliation of Q4 data was underway at the time of writing this report. However, data available for the remaining period of 2025/26 show an increased satisfaction to 61% in comparison to 55% during 2024/25. Repair satisfaction continues to be monitored quarterly and is discussed in contractor meetings.



Cleaning Monitoring: Inspections on residential blocks and estates

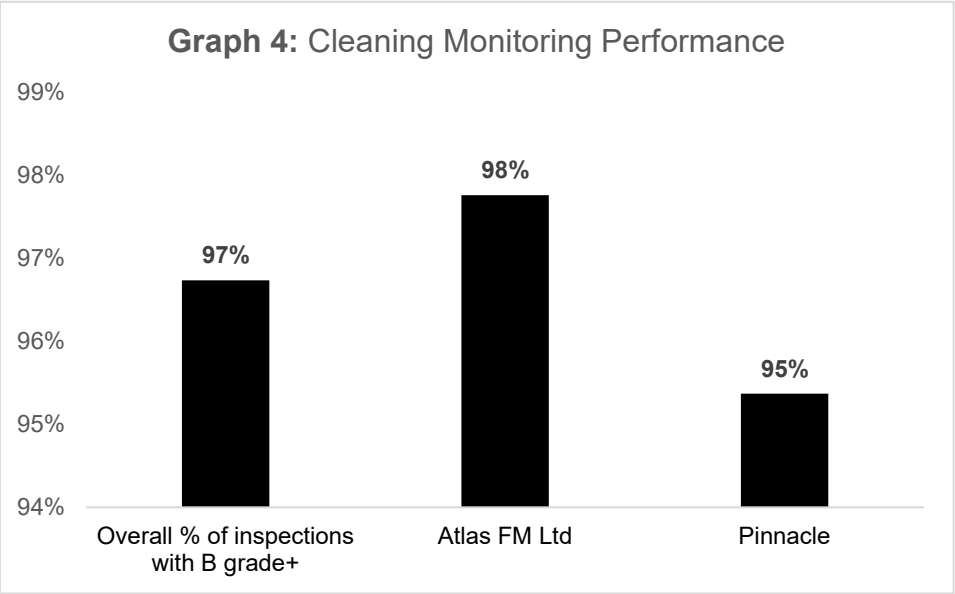
Target for 2025/24: 96% of cleaning inspections on residential blocks and estates to receive a grade B or above

A dedicated Estate Services Team 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 2025/26 that received a grade B or above for both contractors:



During 2025/26, the Council had inspected 2,787 blocks and 489 estates. Of the total, 1,873 blocks and estates were cleaned by Atlas FM Ltd and 1,403 were cleaned by Pinnacle.

Overall, 97% of all inspections received a grade B+, of which 21% were graded A.

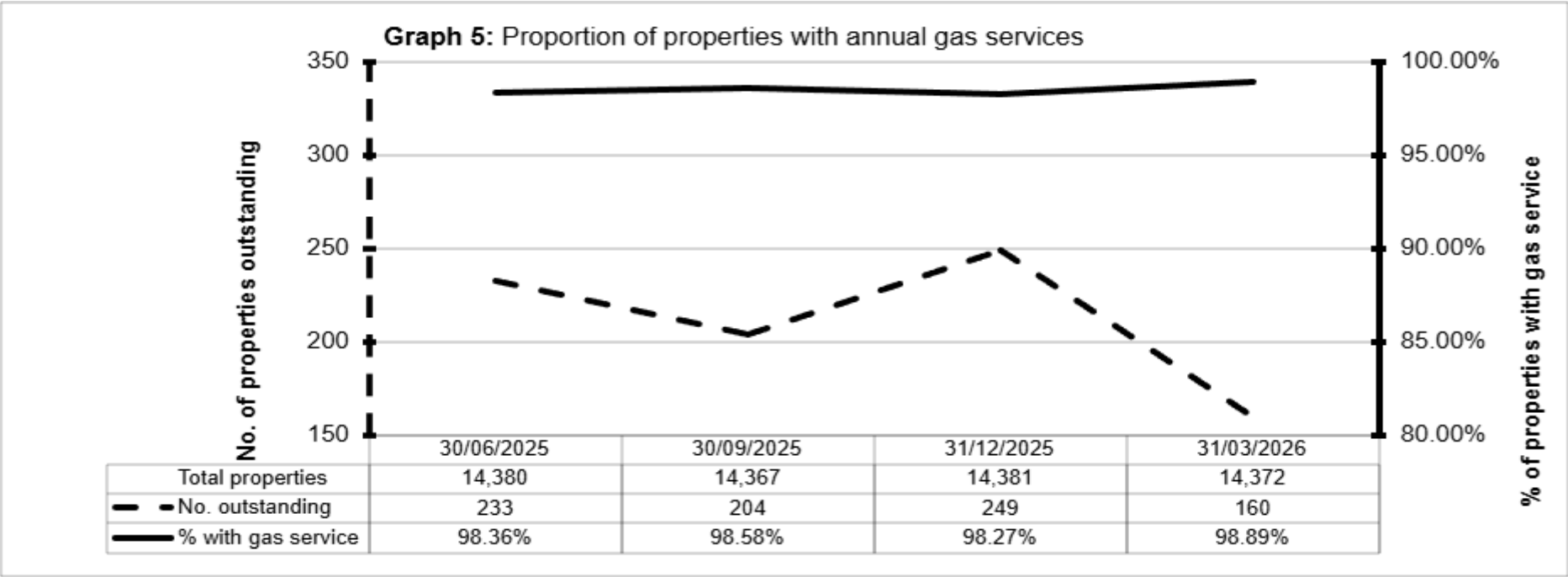
98% of inspections of cleaning completed by Atlas FM Ltd. were graded B+ (23% receiving a grade A). Pinnacle received B+ grading on 95% of jobs inspected (18% receiving a grade A).

PROPORTION OF GAS SERVICE CERTIFICATES OUTSTANDING

Target for 2025/26: 99% of tenanted properties with a gas service at 1st April 2026

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, for 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, 160 properties out of 14,372 had a last recorded gas service that was more than 12 months old. This is a significant achievement given the stock profile. This also represents 1% of council tenanted properties with outstanding gas services, consistent with previous year (205 out of 14,374 properties). 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.



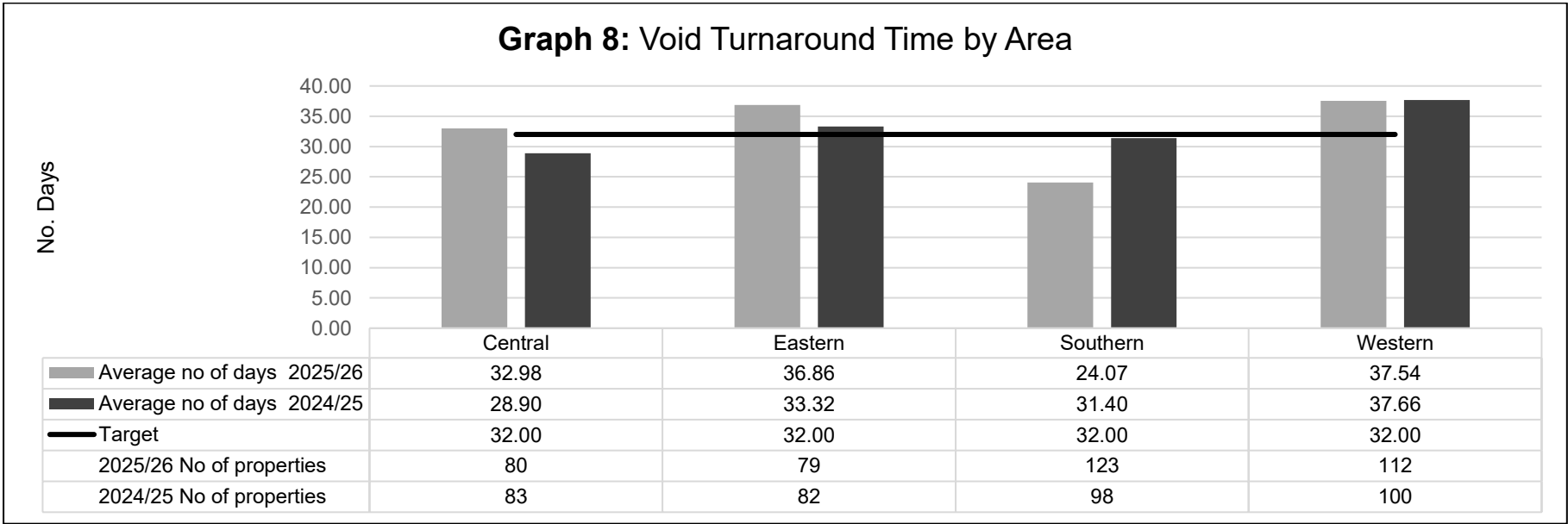
VOID PROPERTIES

Vacancy Turnaround Times

Target for 2025/26: 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 (such as 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 2025/26 was 32.27 days. This is an improvement on the 2024/25 performance of 32.99 days bringing us closer to our target (32 days). A total of 394 voids were re-let in 2025/26 compared to 363 the previous year.



During 2025/26, a total of 391 Temporary Accommodation void properties were brought up to lettable standard which were re-let. Of which 54% (211) were by Eastern Area Team and 29% (114) were by the Western Area Team.

Percentage of Rent Lost Through Vacant Properties

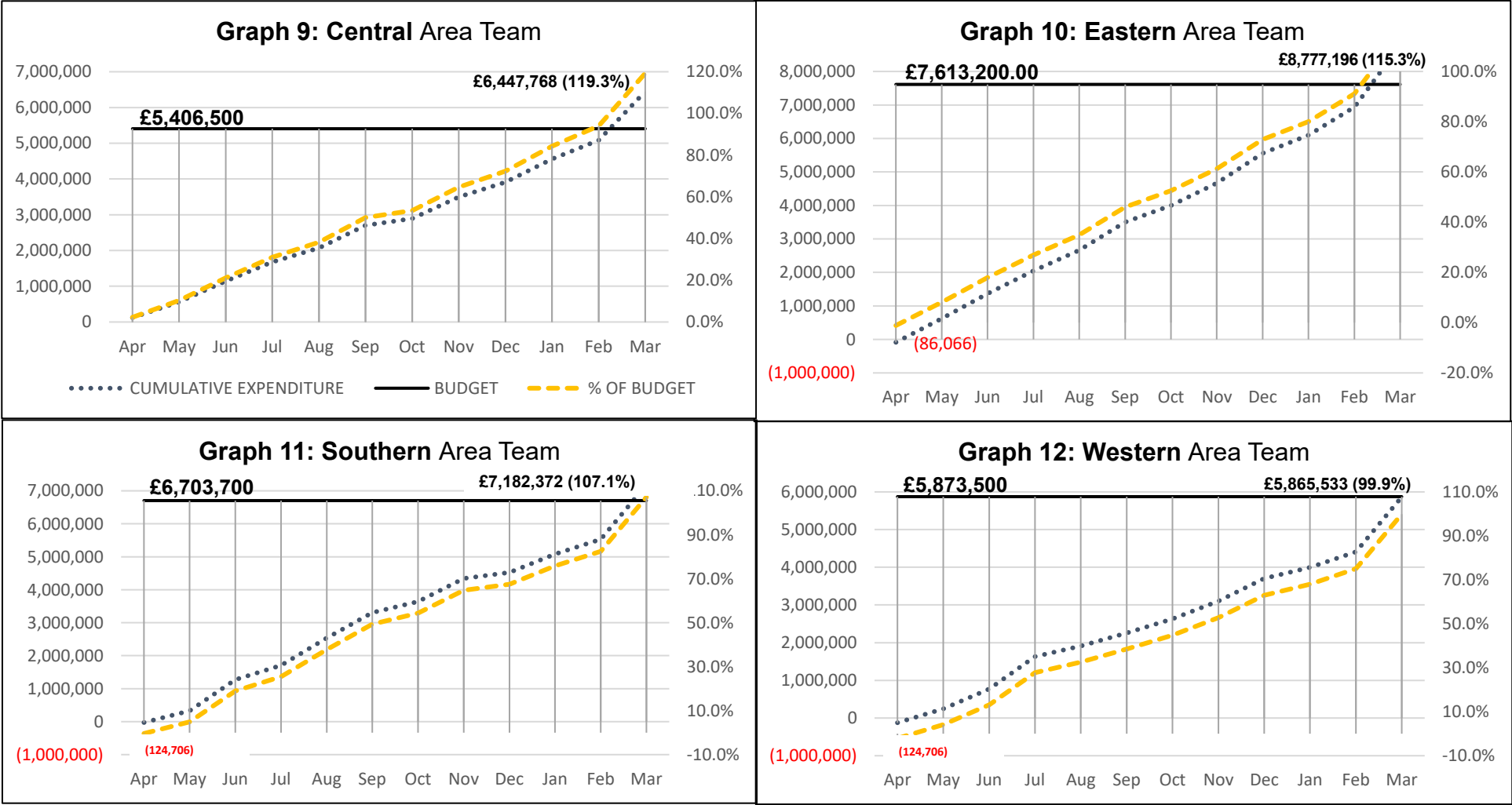
How are we performing locally?

The proportion of rent lost due to empty homes has increased for three consecutive years. Since 2022/23, the total value of lost rent has also grown, reaching £4.78 million this year. Regeneration and new build programmes led to an increased number of voids and demolitions (which were recorded as void).

	Actual	Actual	Actual	Actual
	22/23	23/24	24/25	25/26
% Rent lost through Council homes being empty	3.30%	2.98%	3.39%	3.49%
Total rent lost through vacant homes (in £s)	£3,739,523.48	£3,617,760.67	£4,556,514.76	£4,781,396.44

BUDGETARY PERFORMANCE

At the beginning of each financial year (April to March) Housing Management is allocated several 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. At year end, the cumulative spend by all Area Teams except Western exceeded their allocated budgets by 7% to 19%.



Note: The negative figures inside brackets are accruals from the previous financial year awaiting payment of invoices.

TACKLING ANTI-SOCIAL BEHAVIOUR (ASB) AND TENANCY ENFORCEMENT

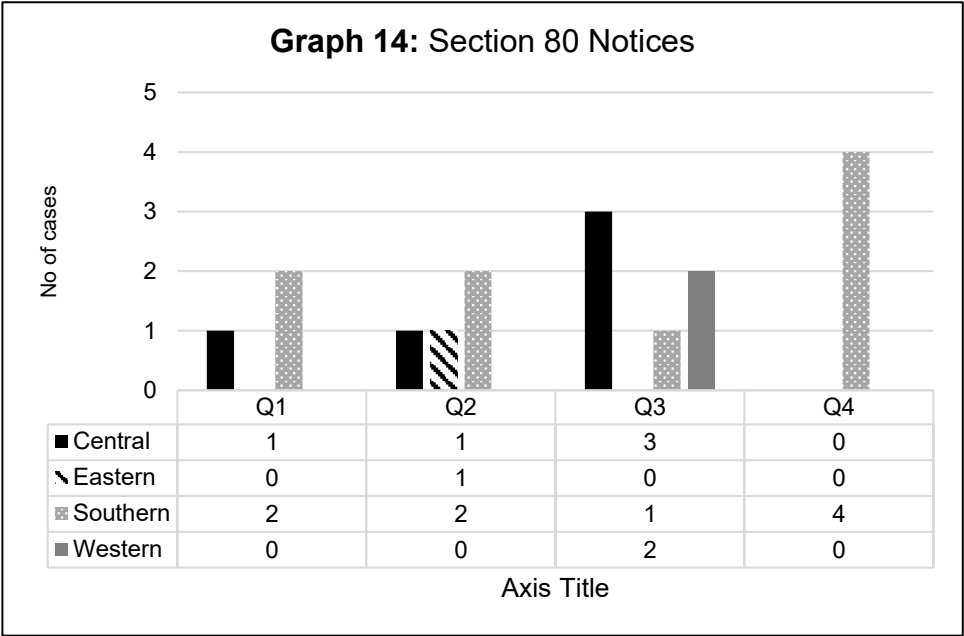
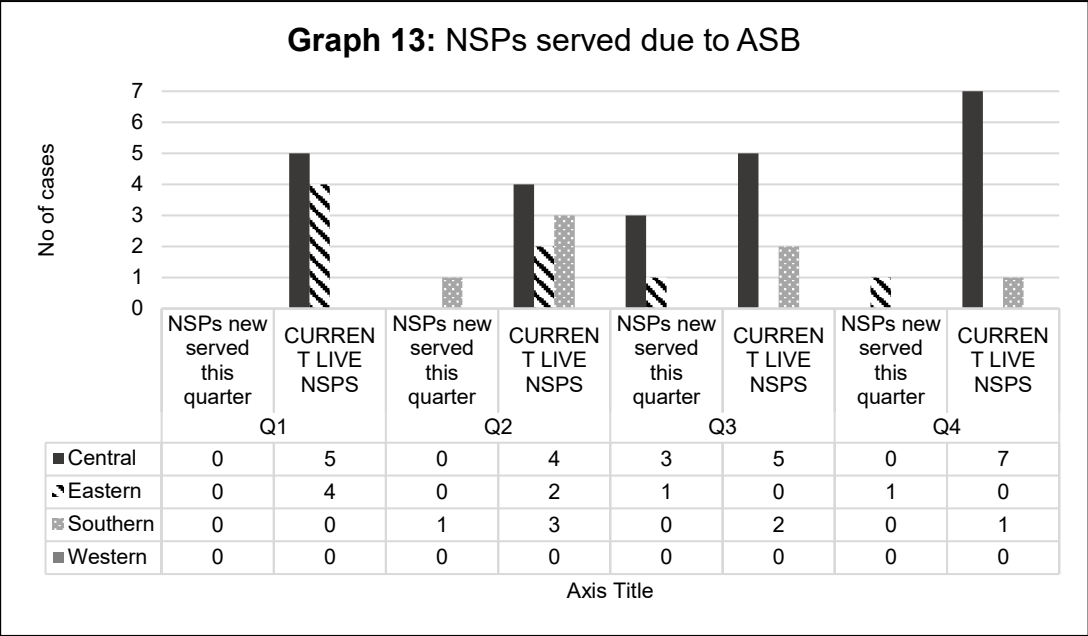
The Area Teams took various enforcement actions against residents for anti-social behaviour during 2025/26.

Notice Seeking Possession (NSP)¹ served on secure and introductory tenants due to ASB - Housing Act 1985

16 NSP’s were served (7 in 2024/25) which represents a 78% (9) increase from the previous year across Area Teams.

Section 80 notices (noise abatement notice) issued under the Environmental Protection Act 1990

The number of new Section 80 notices served on both tenants and leaseholders has remained almost the same 14 (13 in 2024/25) and 3 (3 in 2024/25) respectively. At year end, there were 21 current notices (tenants 15, leaseholders 6).



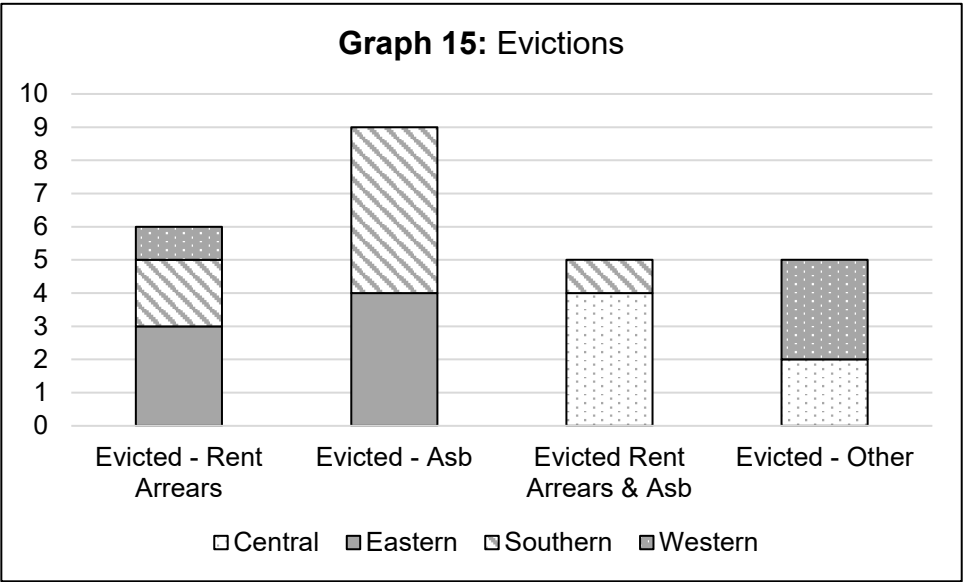
¹ An NSP is formal letter a landlord sends to a tenant to start the legal process of ending a tenancy.

Acceptable Behaviour Contracts² (ABCs) and Injunctions

No new injunctions were granted during 2025/26. Also at year end, there were also no injunctions or live ABCs in force.

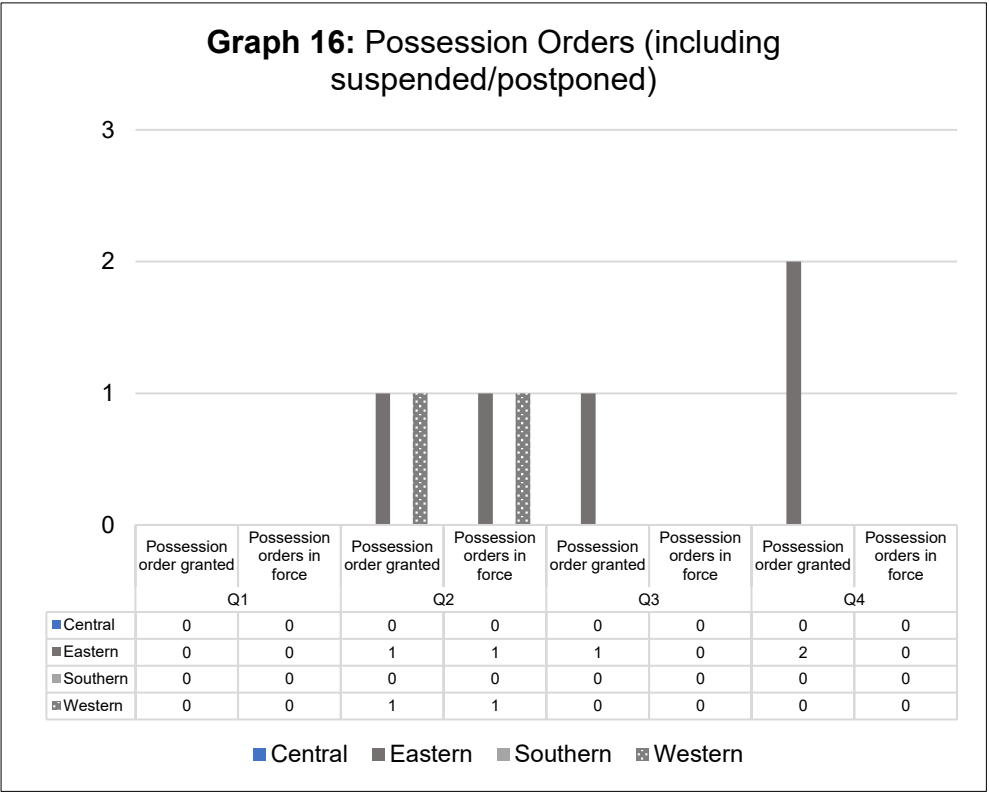
Number of evictions for both secure and introductory tenants

The number of evictions that took place during 2025/26 was 25, compared to 34 evictions in 2024/25.



Possession orders obtained – for secure and introductory tenants

The number of possession orders granted in 2025/26 was 7 (6 in 2024/25).



² An ABC is a written agreement between the Council and a tenant whereby the tenant agrees to stop behaving in a way that is causing problems for others.

COMPLAINTS MONITORING – 2025/26

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 they considered the response to their complaints at Stage 1 unsatisfactory. Details of the complaints handling procedure can be found at <https://wandsworth.gov.uk/the-council/have-your-say/make-a-complaint/>.

Housing Management aims to acknowledge complaints within 5 working days of receiving them. It also aims to respond to complaints within 15 working days - from the date the complaint was received - at stage 1, and 25 working days, at stage 2. 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 the resident to move forward to the Ombudsman should they wish to do so.

Sections	No. of complaints:				2025/2026 Complaints dealt with at:	
	2022/23	2023/24	2024/25	2025/26	Stage 1	Stage 2
Area Teams	134	202	286	678	499	179
Major Works and Leasehold and Procurement	8	17	23	10	7	3
Supported Housing Services	1	0	4	11	7	4
Estate Services	3	11	5	14	10	4
Support Services	5	18	10	46	33	13
RMOs and Co-ops	39*	3 at stage 2	4 at stage 2	10*	3	7
Total	190	251	332	769	559 (73%)	210 (27%)

* Complaints data for RMOs/Co-ops to be confirmed

During the year, Housing Management received 769 complaints (678 for the Area Teams) compared to 332 in 24/25 (286 for the Area Teams). 73% of complaints were concluded at stage 1 of the complaints procedure (68% during the previous year). 84% of complaints were responded to within the target time (646 out of 769), an increase from the 72% from 2024/25. 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.