



Housing Annual Report

2025–2026

Welcome to the 2025–26 Housing Annual Report. This report sets out how Wandsworth’s housing services have performed over the past year and the work underway to deliver safer homes, better services and a stronger voice for residents.

Following the Regulator of Social Housing’s judgement in February 2025, we recognised that substantial and lasting improvement was needed. In January 2026, the Council agreed its Housing Improvement and Transformation Plan, known as the HIT Plan. This brings together our response to the Regulator’s findings and a wider programme to transform how housing services are managed and delivered.

The HIT Plan includes work to improve fire and electrical safety, stock condition information, repairs, damp and mould services, complaint handling and resident engagement. It also includes changes to our structure, governance, use of data and technology, so improvements are properly managed and sustained.

There has been progress during the year. Overdue repairs reduced, satisfaction with several important services improved, and significant work continued to address outstanding fire safety actions. We also completed an internal review of repairs and began implementing its recommendations.

A new Compliance Team is being established, and work is underway to strengthen our understanding of the condition of residents’ homes and plan future investment through our stock condition survey programme.

We have also strengthened the way progress is monitored and challenged. The Housing Improvement and Transformation Board brings together residents, Councillors and senior officers to oversee delivery of the HIT Plan. Residents are represented directly on the Board and will help us remain focused on the issues that matter most to the people who use our services.

We know there is still much more to do. Some improvements will take time to complete and there remain areas where our performance is not yet where residents should expect it to be. We will continue to be open about these challenges, act where progress is off track and use feedback from residents to shape better services.

Our aim is to know our homes and residents, keep people safe, listen and respond, and use reliable information to make better decisions. The HIT Plan provides the framework for achieving this, but success will ultimately be judged by the experience of residents and the quality of the services they receive.

Bob Granville
Interim Executive Director of Housing

How to read this report

The Annual Report explains how we performed in four key areas:

- **Safety and Quality**
- **Transparency, influence and accountability**
- **Neighbourhood and community**
- **Tenancy**

A traffic light system is used in the report to assess how well we have performed.



standard met



standard partially met, some work to do



work required to meet the standard

[wandsworth.gov.uk/housing](https://www.wandsworth.gov.uk/housing)

Tenant Satisfaction Measures (TSMs)

The Regulator of Social Housing uses the TSMs to compare landlord performance.

Management information measures	2024/2025	2025/2026	
Non-emergency repairs completed within target timescales	81%	88%	↑
Emergency repairs completed within target timescales	97%	95%	↓
Proportion of homes that do not meet the Decent Homes Standard	5%	10%	↓
Fire safety checks	100%	82%	↓
Gas safety checks	99%	99%	↑
Asbestos safety checks	100%	100%	—
Water safety checks	97%	97%	—
Lift safety checks	100%	100%	—
Stage 1 complaints responded to in target time	71%	76%	↑
Stage 2 complaints responded to in target time	79%	83%	↑
Stage 1 complaints (per 1,000 homes)	12.7	31.9	↑
Stage 2 complaints (per 1,000 homes)	6.1	12	↑
ASB cases opened (per 1,000 homes)	13.5	13.6	↑
ASB cases that involved hate incidents opened (per 1,000 homes)	0.1	0.2	↑
Overall service from the landlord	65%	68%	↑
Satisfaction with repairs	58%	61%	↑
Satisfaction with time taken to complete most recent repair	57%	57%	—
Satisfaction that the home is well maintained	61%	66%	↑
Satisfaction that the home is safe	70%	75%	↑
Landlord listens to tenant views and acts upon them	50%	61%	↑
Landlord keeps tenants informed	62%	70%	↑
Landlord treats tenants fairly and with respect	78%	77%	↓
Satisfaction with complaint handling	22%	21%	↓
Communal areas are clean and well maintained	58%	58%	—
Landlord makes a positive contribution to neighbourhoods	65%	72%	↑
Satisfaction with approach to ASB	62%	67%	↑

Safety and Quality



The safety of our residents and the quality of their homes is a top priority for the Department. This is measured by the decency of our homes, the health and safety of residents, the repair service, property accessibility and the sustainability of homes.

How we met the standard in 2025/2026

- 4,985 capital works were carried out to 4,433 homes
- Overdue repairs reduced from 2,834 to **1,516**
- **120** vacant homes were available for letting at year-end
- **221** fire safety remedial actions remain outstanding, down from over 1,200 last year
- **94%** of homes have received a smoke alarm
- **98.6%** of homes have received a carbon monoxide alarm

Top priorities and actions:

Stock decency: Our accelerated stock condition survey programme completed 4,592 surveys by March 2026, covering 21.2% of tenanted homes and identifying 1,290 Category 1 or 2 hazards, of which 981 were closed. Around 10% of council homes were assessed as non-decent, although this may change as surveys continue.

Repairs: Overdue tenanted repairs fell from 2,834 to 1,516, while satisfaction rose to 60.7%. We are implementing the internal review recommendations to improve updates, contractor performance and repair times.

Damp and mould: New procedures introduced for Awaab's Law set clearer response times, improve recording and strengthen checks after work is completed. We are also improving how vulnerable households are identified and how cases are monitored through to resolution.

Building safety and compliance: Overdue fire risk actions fell from 1,284 to 221, while outstanding front-door inspections reduced from 5,185 to 1,557 and communal electrical remedial works fell from 205 to 28. A dedicated Compliance Team and independent health and safety review will strengthen future inspections, follow-up action and assurance for residents.

Tenancy



Social housing must be allocated fairly and transparently, with appropriate support available and flexibility for residents to move.

Top priorities and actions:

Homelessness and housing demand: At 31 March 2026, 8,126 households were on the housing register. Of these, 4,276 needed a one-bedroom home, 2,005 needed two bedrooms, 1,275 needed three bedrooms and 570 needed four or more bedrooms. This shows continued pressure on affordable housing, particularly smaller homes, while the overall register reduced from 9,543 the previous year following the annual re-registration process.

Tenancy moves: There were 764 council homes let during 2025/26, including 336 lettings to existing social tenants and 408 lettings to new social housing tenants. A further 20 homes were let through mutual exchanges, with 10 moves from within the borough and 10 from outside the borough.

Rent arrears: Current tenant rent arrears were £10.7 million and former tenant arrears were £4.1 million at the end of the year. Total cumulative arrears were 10.8% of the rent roll, while the rent collection rate was 99.1%. The council continued to manage the impact of Universal Credit migration and court delays on arrears recovery.

How we met the standard in 2025/2026

- **3,069** social housing applications received
- **764** social housing allocations made
- **8,126** households were on the housing register at year-end
- **1,961** new households placed into temporary accommodation
- Average re-let time: **32.27** days
- **20** mutual exchanges completed within or into council homes
- Current tenant rent arrears were **£10.7m** and former tenant arrears were £4.1m at year-end
- Rent collection rate was **99.1%**
- **1,738** tenancy audits
- **9** illegally sub-let homes recovered

Neighbourhood and community



We want communities to be safe, welcoming and active. Performance includes resident participation, partnership work, community investment, ASB and domestic abuse support.

How we met the standard in 2025/2026

- 39,768 square metres of graffiti removed at a cost of £302,917
- 130,826 calls made to the Joint Control Centre
- Over £220,000 awarded through the Small Improvement Budget
- 78% of ASB noise complaints responded to within target
- 14 ASB-related evictions
- 40 Domestic Abuse Champions in place
- All frontline staff completed domestic abuse refresher training
- 5% increase in tenant satisfaction with our approach to ASB, up to 67.2%

Top priorities and actions:

Estate cleaning: Cleanliness across the borough is a top priority. We have committed to working with residents on an updated cleaning contract that delivers for everyone living on our estates.

Domestic abuse: The service achieved Domestic Abuse Housing Alliance (DAHA) Bronze Accreditation in March 2026, and all frontline staff received DA training.

Partnership working: New CCTV has been targeting flytipping, with two men in Balham fined £1,000 for dumping rubbish illegally.

Community investment: During 2025/26 we invested in our neighbourhoods and community spaces. Improvements included new resident planting areas at Savona, Falcon and Ethelburga estates, the refurbishment and reopening of the Henry Prince Community Clubroom, and continued regeneration projects delivering new play spaces, community facilities and homes for local residents.

Transparency, influence and accountability



A strong housing service must be transparent, fair and responsive. This includes resident engagement, accessible information, performance reporting and learning from complaints.

Top priorities and actions:

Complaints: We completed 772 housing complaints in 2025/26, compared with 329 the previous year, an increase of 135%. This included 561 Stage 1 complaints and 211 Stage 2 complaints. Timeliness improved, with 87.7% of Stage 1 complaints and 86.7% of Stage 2 complaints answered within target.

Policies and strategies: Alongside achieving DAHA bronze accreditation, we co-produced a new Domestic Abuse policy with survivors. We also produced a Vulnerability Policy.

Transparency: We've been publishing more information to residents online, including the steps we're taking to improve the Housing service.

Resident engagement: An external review of resident engagement in Wandsworth has been completed. We are working through a series of actions including co-producing a new Resident Engagement Strategy with residents.

How we met the standard in 2025/2026

- 772 housing complaints completed, up from 329 in 2024/25 (+135%)
- 561 Stage 1 complaints completed
- 211 Stage 2 complaints completed
- 87.7% of Stage 1 complaints answered within target
- 86.7% of Stage 2 complaints answered within target
- Nearly 700 extra residents registered for engagement opportunities
- Over 100 residents attended the Residents' Conference
- 16 active Housing Community Champions
- New series of Housing Roadshows unveiled, with events across the borough and over 200 attendees so far

Our residents: equality, diversity and inclusion



51%

of tenants
are from Black, Asian
and minority ethnic
backgrounds

14%

of tenants
have a known
disability

68%

of tenants
are female

43%

of tenants
are aged
45 to 64

The council owns and manages over 33,000 homes of which 52% are tenanted and 48% are leasehold. Leaseholders are not required to provide their personal information, but tenant data is collected at sign up and updated regularly.

We have been working hard on delivering for vulnerable residents, with over 250 staff having received updated vulnerabilities training. Our new vulnerability policy sets out to identify residents who need additional support and tailor housing services to their individual needs and circumstances.

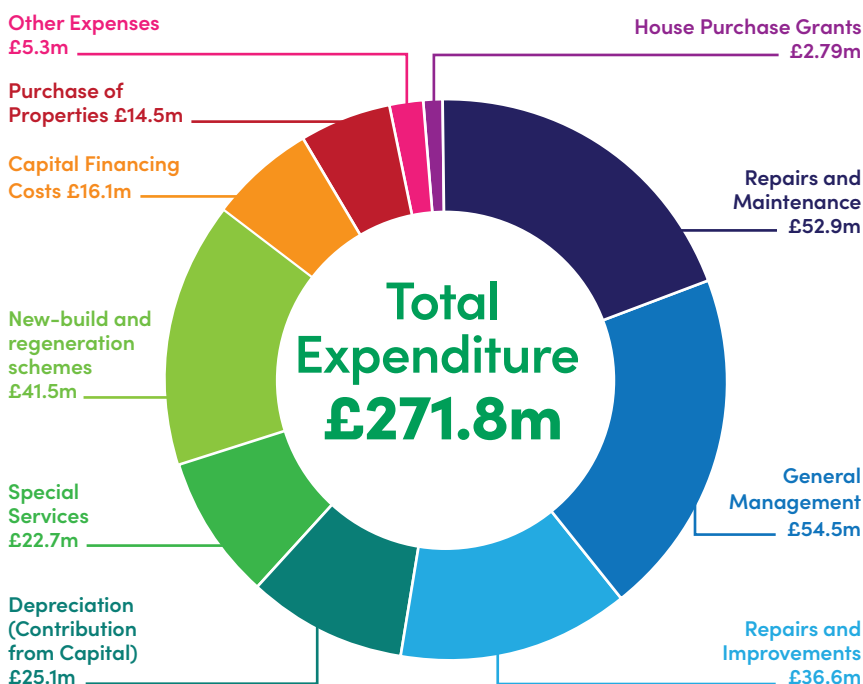
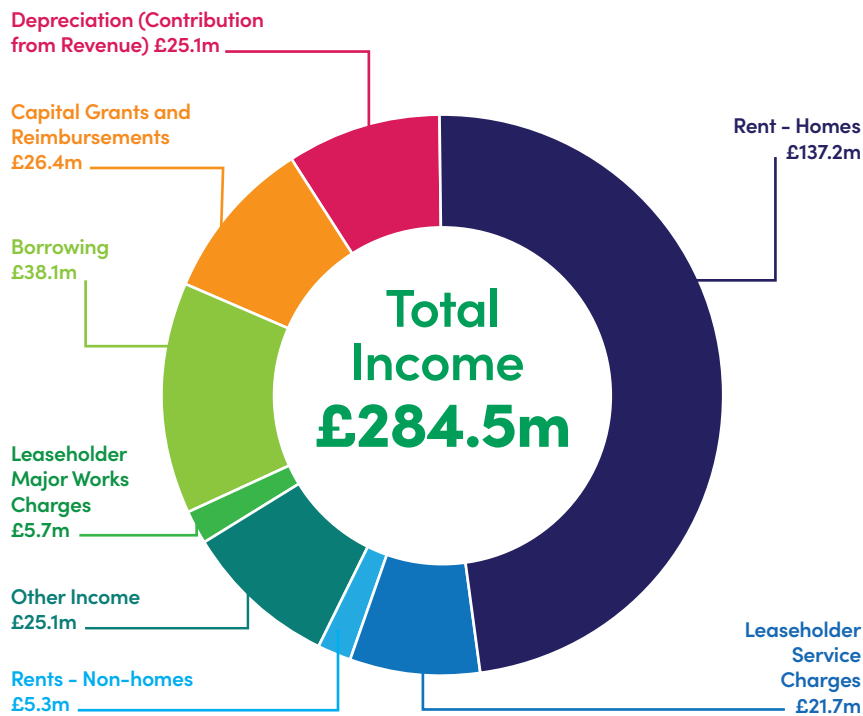
Housing Ombudsman

The Housing Ombudsman made decisions on 33 cases in 2025/26, compared with 25 the previous year. Wandsworth's reported maladministration rate fell from 85% in 2024/25 to 65% in 2025/26.

- 33 cases decided by the Housing Ombudsman, up from 25 in 2024/25
- 65% reported maladministration rate, down from 85% in 2024/25
- 111 orders issued
- 69% of cases related to complaint handling, repairs, damp and mould, and ASB
- Over £17,000 paid in compensation

How we are managing your money

The Housing Revenue Account contains the income and expenditure associated with managing council housing and providing housing services.



Our commitments for 2026/2027

Complete the accelerated stock condition survey programme by March 2027, with 80% of tenanted homes surveyed by December 2026.

Move to a rolling survey programme, checking 20% of homes each year after the accelerated programme finishes.

Develop a new five-year investment plan, using survey findings to identify the improvements our homes and blocks need.

Complete the catch-up programme of electrical safety checks in tenants' homes by December 2026.

Implement the independent health and safety review's recommendations by March 2027.

Reduce overdue routine and standard repairs to below 1%.

Develop a revised Resident Engagement Strategy in early 2027, following consultation with residents.

Make service charges clearer and develop fair, reasonable repayment plans for leaseholders.