

WANDSWORTH BOROUGH COUNCIL - HOUSING DEPARTMENT

AREA HOUSING PANEL PERFORMANCE INFORMATION

February 2026

Quarter 3: October - December 2025

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

Introduction

Information on the quarterly performance of the housing management Area Teams and the contractors under their control is provided on the following pages of this document. This paper will be reported to each Area Housing Panel where the Area Housing Manager will briefly introduce the statistics at the meeting and will respond to any questions the residents' representatives may have.

The figures below relate to 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 1st April 2024.

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%	
Direction of travel:	↑	↑		

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%
Direction of travel:	↑	↑	↑	

Stock condition

Proportion and Number of Homes Non-Decent (not meeting the Decent Homes Standard)

Target for 2025/26: Achieve 95% compliance with the Decent Homes Standard

The Council met the Decent Homes Standard in 2007/08 and continues to ensure that properties do not become non-decent. A fresh stock condition survey was carried out during 2023/2024 across a broader range of our housing stock. However, in response to the

Regulator of Social Housing inspections in November 2024, the Council commenced a new programme in May 2025 to inspect 100% of tenanted stock which is expected to produce more accurate assessments of our stock. The table below shows progress made at the end of Q2 2025/26.

95% decent remains a strong position for the Council and any properties found to be non-decent are being added into the capital works programme. Where an individual tenant does not want work carried out on their home to bring it up to the Decent Homes Standard, then the home can remain below the standard until the property is vacated, at which point the necessary work can be undertaken. Whilst the home is occupied it is not counted as non-decent for reporting purposes. There are a few exceptions to this, e.g. where works are required to maintain the structural integrity of the dwelling or prevent other components within the dwelling from deteriorating. These dwellings are counted as non-decent.

The Decent Homes Standard has four criteria, which are as follows:

1. It meets the current statutory minimum standard for housing (i.e. the dwelling should be free of category 1 hazards under the Housing Health and Safety Rating System (HHSRS))
2. It is in a reasonable state of repair*
3. It has reasonably modern* facilities and services
4. It provides a reasonable* degree of thermal comfort.

*as defined by the Ministry of Housing Communities and Local Government

Number of Stock Condition Surveys completed to date by Area Team

As at December 2025*	Central	Eastern	Southern	Western	Total
Stock condition surveys completed to date*	375	1,750	24	120	2,269
Total tenanted Homes (stock as at 31.03.2025)	3,270	4,877	3,276	4,265	15,688
HHSRS identified (Category 1 and 2)	83	602	33	52	770
% of tenanted homes surveyed	11.46%	35.88%	0.73%	2.81%	14.46%

*Stock condition surveys across all tenanted properties commenced in May 2025.

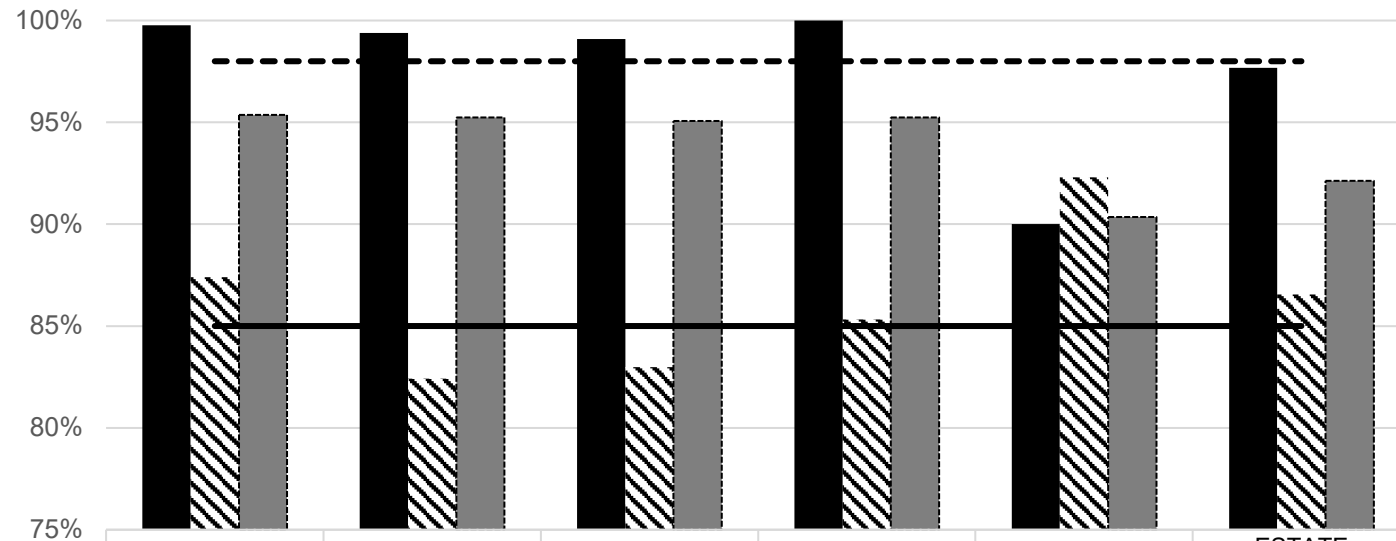
Completion of repairs within priority times allocated

The Department is responsible for ensuring that repairs to tenanted properties are completed on time. When completing repairs each area team is instructed to use the broad guidelines which are shown below. This list is illustrative of the priority that has been awarded to a repair order and should not be considered as exhaustive. For emergency repairs the area team will first aim to make the repair safe within the time allocated, if more work is then needed a subsequent repair order will be raised.

Category	Response target	Type of repair
Emergency	Within 2 hours of notification	Major bursts etc where unable to isolate supply Danger to persons. Lifts in blocks of 10+ storeys and sheltered blocks
	Within 4 hours of notification	Other lifts Entry call door where system failed in lock mode
	Within 24 hours of notification	Heating & hot water Entry call door – other faults
	Within 1 working day	Emergencies Burst pipes Loss of power
Urgent	Within 3 working days	Total or partial loss of space heating or hot water or partial loss of water
	Within 7 working days	Repairs to water supply installations (enhanced priority for elderly and/or disabled residents)
Non-urgent	Within 10 working days	Work to vacant properties for re-letting
	Within 20 working days	Repairs to windows, doors and minor leaks
	Within 60 working days	Planned repairs – fencing, paving, and surface renewal etc.

Repairs performance is closely monitored by the Housing Department. **Graph 1** overleaf sets out the repairs performance of housing management area teams, the estate services section and the engineering services section. The graph shows the number of orders and percentage achievement for all priorities grouped into emergency (2-24 hours), urgent (3 to 7 days) and non-urgent (10+ days). The Department aims to complete **85%** of all repairs within the target times allocated, and **98%** of emergency repairs within the target times.

Graph 1: Repairs completed within target



	CENTRAL	EASTERN	SOUTHERN	WESTERN	SUPP_SERV	ESTATE SERVICES
Emergency	99.8%	99.4%	99.1%	100.0%	90.0%	97.7%
Non urgent	87.4%	82.4%	83.0%	85.3%	92.3%	86.6%
Urgent	95.4%	95.2%	95.1%	95.2%	90.3%	92.1%
Emergency Repairs Target	98%	98%	98%	98%	98%	98%
Overall Repairs Target	85%	85%	85%	85%	85%	85%
Average - Q3 25/26	89.5%	84.4%	85.2%	87.9%	91.7%	87.9%
Average - Q3 24/25	78.7%	77.5%	76.6%	82.2%	89.6%	82.5%
No. of Jobs - Q3 25/26	6,901	10,952	6,120	9,120	16,270	10,090
No. of Jobs - Q3 24/25	7,400	11,213	6,653	9,842	13,227	8,669

Direction of travel



The Area Teams are responsible for the maintenance of tenanted properties and associated block repairs; the Engineering Services section maintains and repairs lifts, entry-call systems, heating, etc. and the Estate Services section maintains the communal parts of all estates and non-residential properties.

Increased contract monitoring arrangements, including monthly performance reporting and regular meetings are in place to ensure contractors are completing jobs within target times.

The total (cumulative) number of repairs reported by Area Teams at the end of Q3 of 2025/26 was 33,093 (Q2 20,451). The overall repairs percentage in target at the end of Q3 2025/26 was 86.5% (28,652), compared to 88% in the previous quarter.

The cumulative number of repairs completed for the year to date, and number of repairs completed on time across all priorities for each area team is as follows:

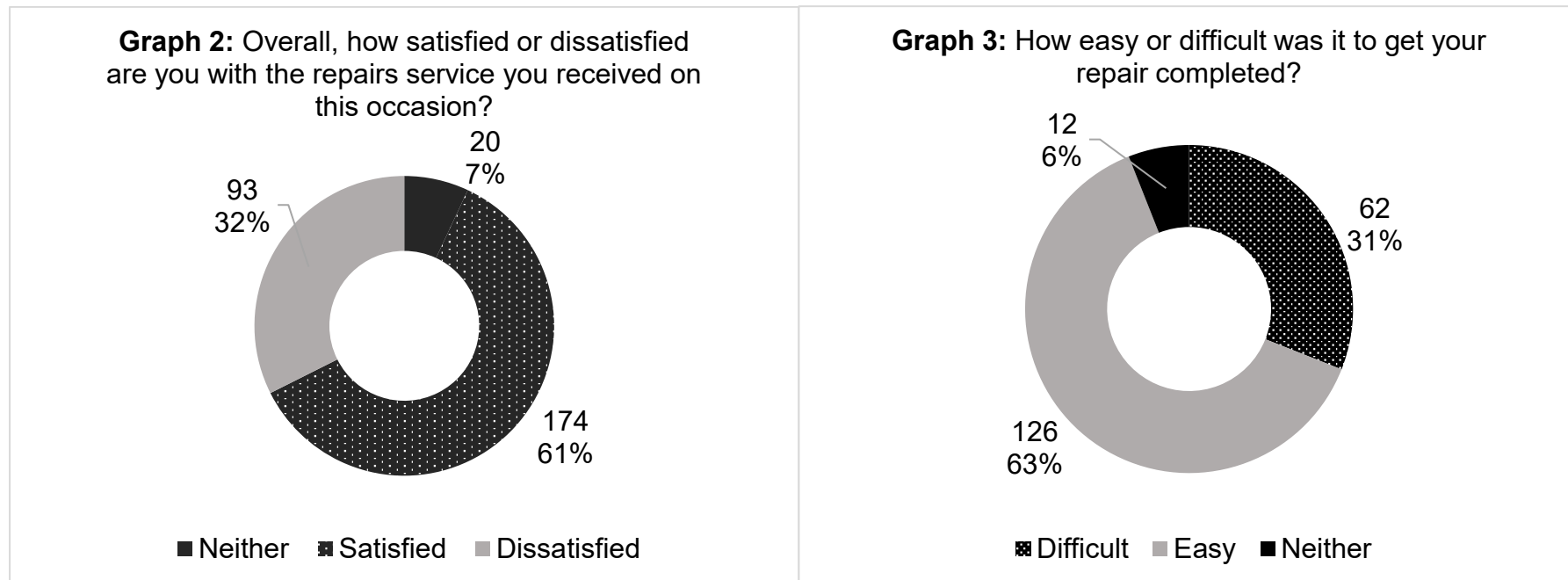
- **Central** completed 6,901 repairs in Q3, 6,178 (89.5%) of these were completed within target time.
- **Eastern** completed 10,952 repairs in Q3, 9,243 (84.3%) of these were completed within target time.
- **Southern** completed 6,120 repairs in Q3, 5,215 (85.2%) of these were completed within target time.
- **Western** completed 9,120 repairs in Q3, 8,016 (87.8%) of these were completed within target time.

Tenant Repairs Satisfaction

A transactional survey measuring repairs satisfaction began in February 2021, where tenants who have a repair completed within their home are sent a text message to complete a short satisfaction survey. Satisfaction with all repairs for both tenants and leaseholders is also asked through the Tenant Perception surveys carried out annually. The following two graphs display tenant satisfaction on Council repair completions between July 2025 to September 2025.

Of the 287 (512 in Q2) tenants who answered questions on repairs satisfaction, 61% (61%-311 in Q2) reported that they were satisfied with the repairs service they received.

Of the 200 (362 in Q2) tenants who answered the question on the ease of getting repairs completed, 63% (66%-239 in Q2) reported that they found it easy to get their repairs completed.



Cleaning Monitoring: Inspections on residential blocks and estates

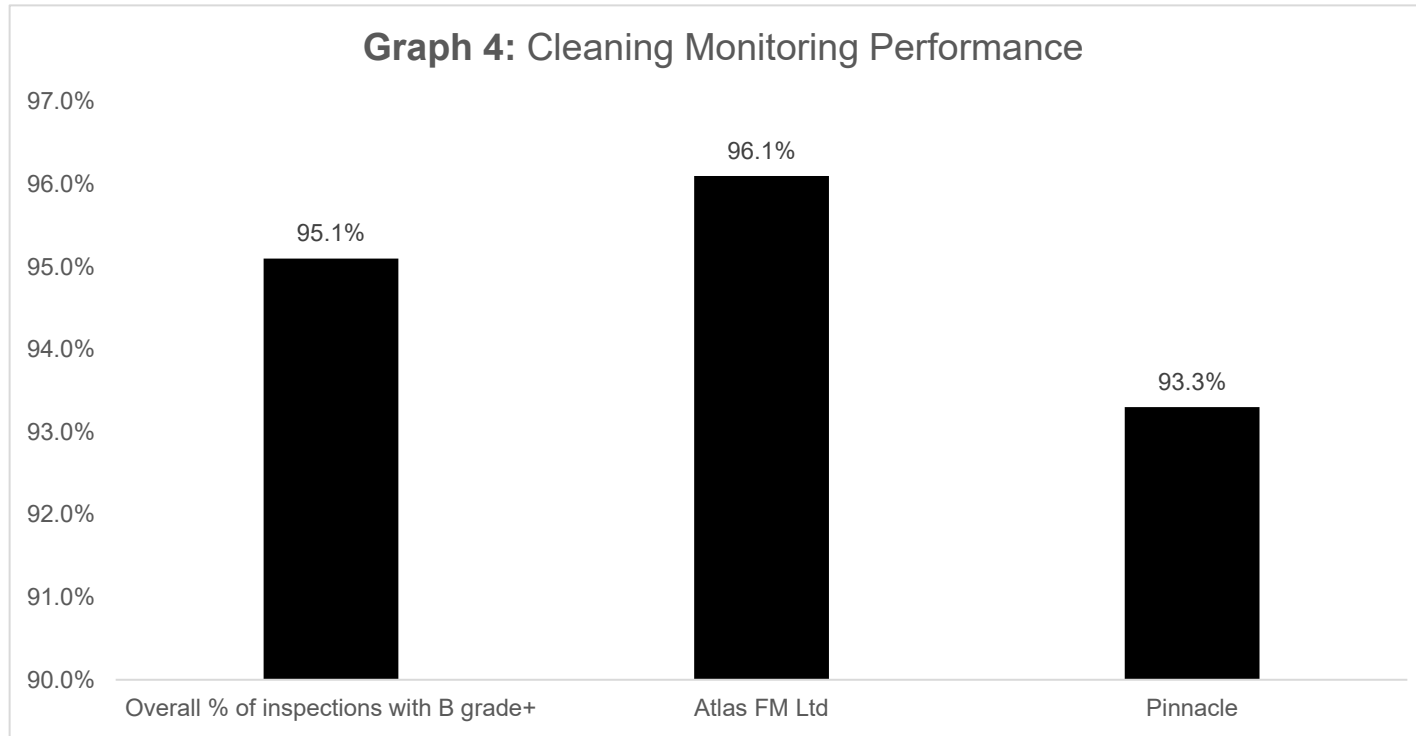
Target for 2025/26: 96% of cleaning inspections on residential blocks and estates to receive a grade B or above

The Department has a dedicated estate services team that operates 24 hours a day, and two contractors (Atlas FM Ltd 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 which provides indicative standards 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:

Grade	Description
A	Excellent
B	Good
C	Poor
D	Unacceptable

During the inspection, the Council awards a grade to each of the fifteen elements in the block or estate item which have been inspected using the grading system above. All grades across the elements are then averaged, and the contractor is provided a final A to D grade.



During Q3 25/26, the Council inspected 602 blocks and 100 estates, with 416 (59.2%) being cleaned by Atlas FM Ltd (formerly Lewis & Graves) and 286 (40.7%) by Pinnacle.

Overall, 95% of all the inspections were graded B+ and 20% grade A of which:

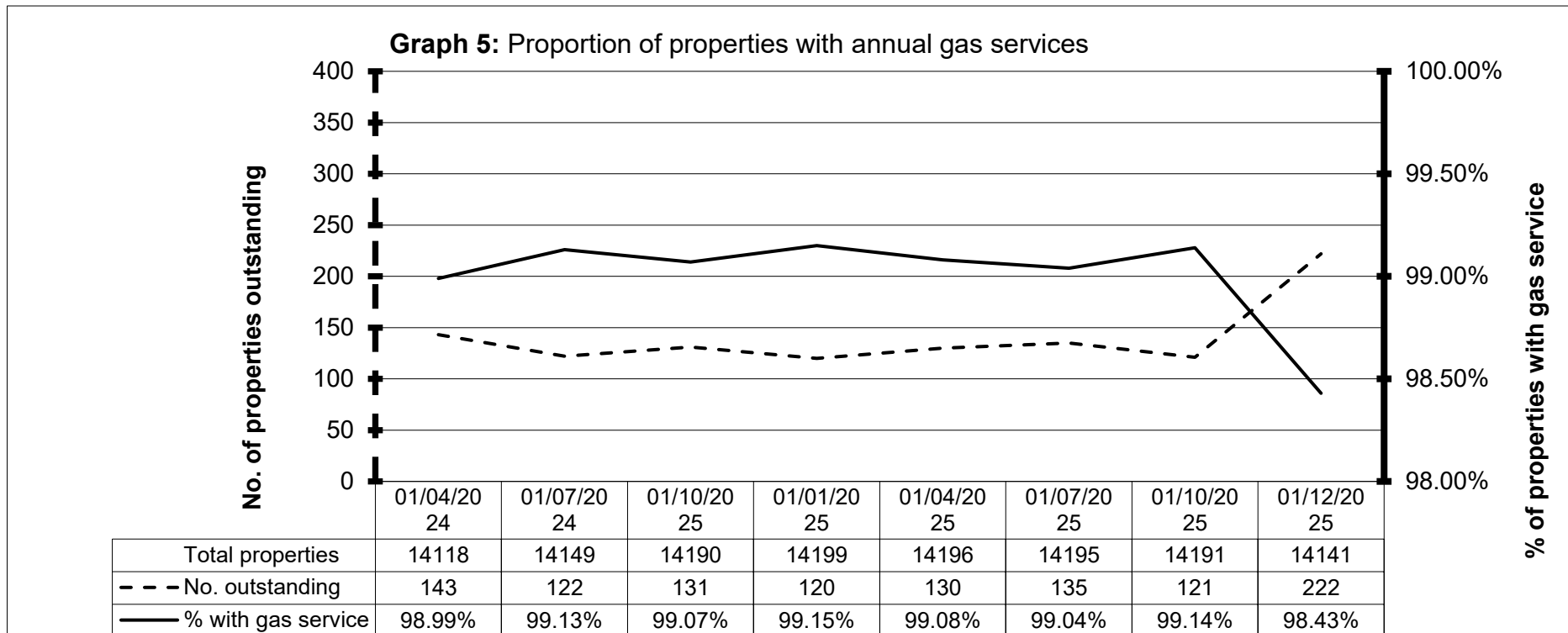
- 96% of inspections carried out by Atlas FM Ltd were graded B+ (22% receiving a grade A), and
- 93% of inspections carried out by Pinnacle were graded B+ (17% receiving a grade A).

Proportion of gas service certificates outstanding

Target for 2025/26: 99% of properties with a gas service in the last 12 months

A landlord safety certificate is the minimum required by the Gas Regulations. All homes with gas appliances should be checked annually by a Home Safe registered engineer who will undertake repair work and issue a gas safety certificate. For owner occupiers it is good sense, for landlords it is a legal requirement. Landlords should ensure that their tenants get a copy of the gas safety certificate within 28 days of the gas check, or, if new tenants, when they move in.

The proportion of gas safety certificates outstanding (i.e., those that are older than 12 months) is expressed as a percentage of the total number of properties in the Housing Revenue Account that require a gas servicing certificate. Graph 5 shows the percentage of inspections completed (as a solid line) in the current and previous quarters. The dotted line indicates the number of properties with gas safety certificates outstanding. One of the main reasons for failing to carry out a gas safety check is due to tenants failing to provide access to the gas maintenance contractor.



AVERAGE VACANCY TURNAROUND TIMES

Void turnaround calculates the time taken from a property becoming vacant to it being re-let and a new tenant signing a tenancy agreement. This is a figure that is also provided to Central Government and they have a specific set of rules for how this figure is calculated. The council has a set target of 32 days for the vacancy turnaround process, which is split between the following stages:

- The time taken for the Area Team or Co-op to make the property available for offer (e.g. carrying out repairs, lock changes, etc.). This period is known as the **Key Received (KREC) to Actual Completion Date (ACD) period** and has a target time of 20 days (excluding major works voids).
- The time taken by Lettings to re-let the property (from finding a suitable tenant to the new tenancy starting, including viewings). This period is known as the **Actual Completion Date (ACD) to Commencement of Tenancy (COT) period** (and has a target time of 12 days).

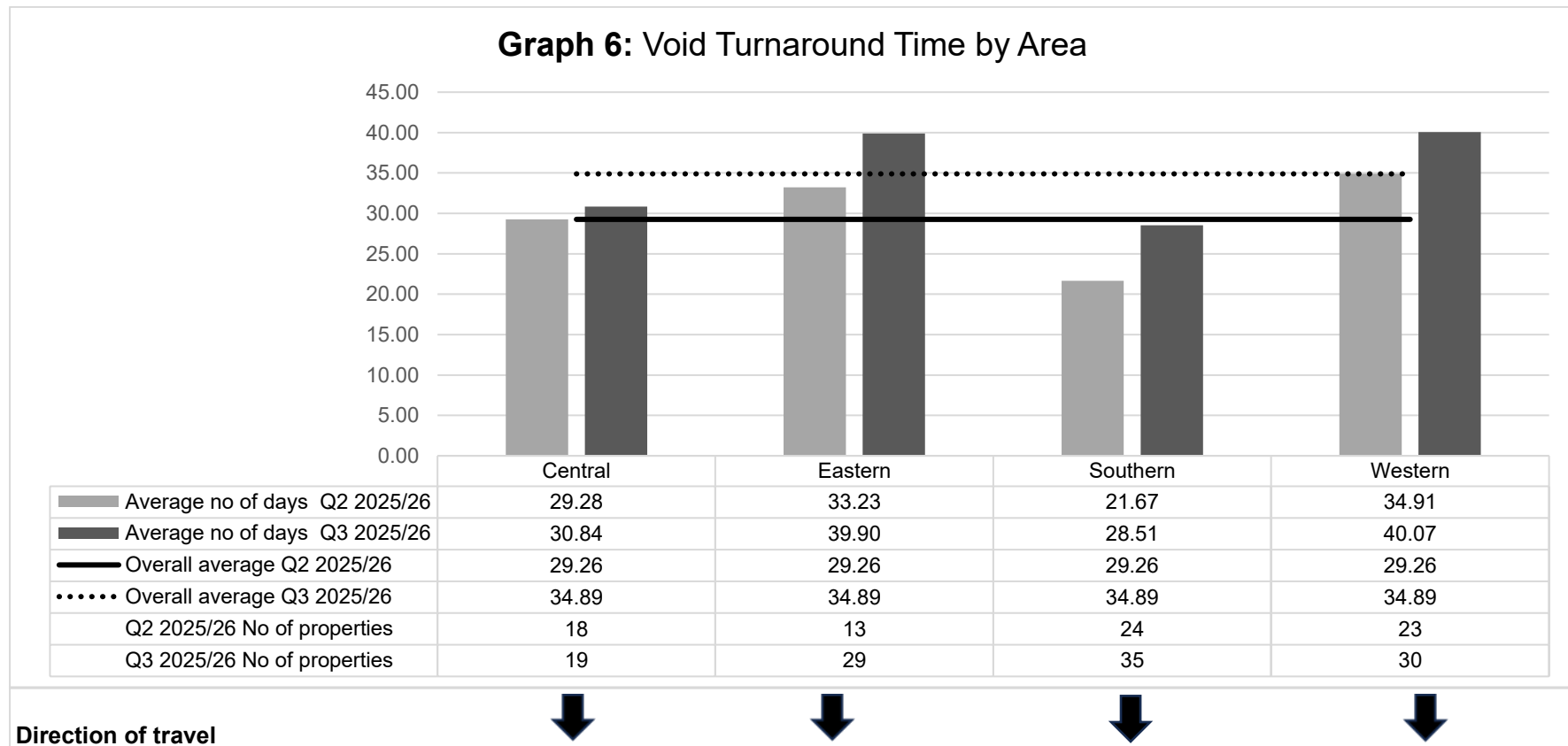
According to the Government Guidance on Local Authority Housing Statistics, the KREC to ACD period should be excluded from any major works voids when calculating void turnaround times. Based on this guidance, the Chart overleaf shows the average void turnaround times taken during Q3.

Void Performance

During Q3 2025/26 the overall average void turnaround time was **34.89 days**, over the 32 days target. Various factors including Christmas holidays, multiple refusals of offer and delays contributed towards the overall performance. Although the number of days taken to turn voids around increased across all Area Teams during Q3, Central and Southern Area Teams' performances remained within target whilst the average turnaround time for both Eastern and Western Area Teams was 40 days.

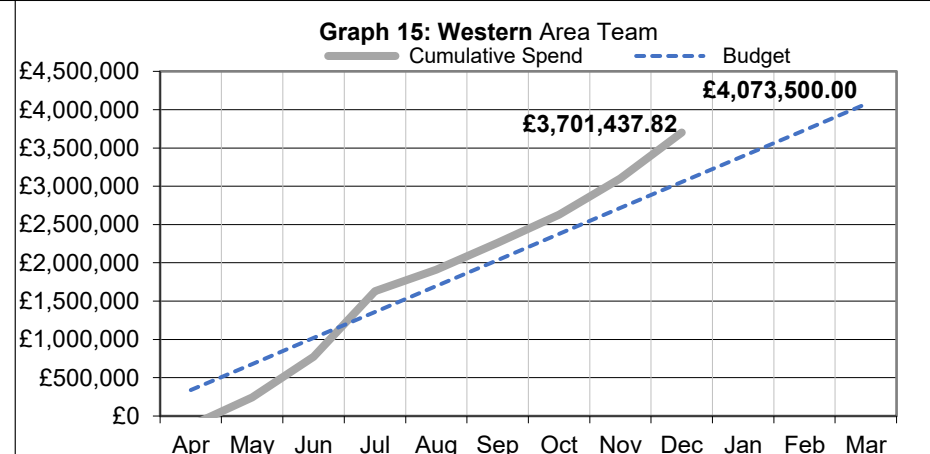
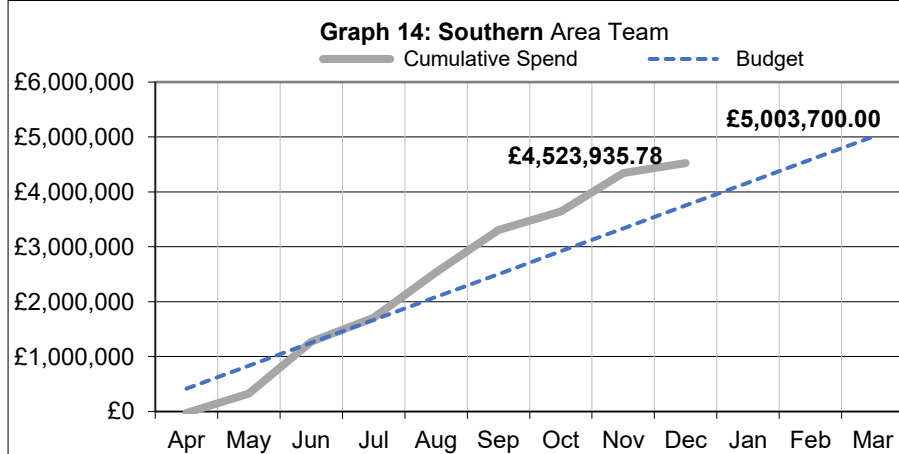
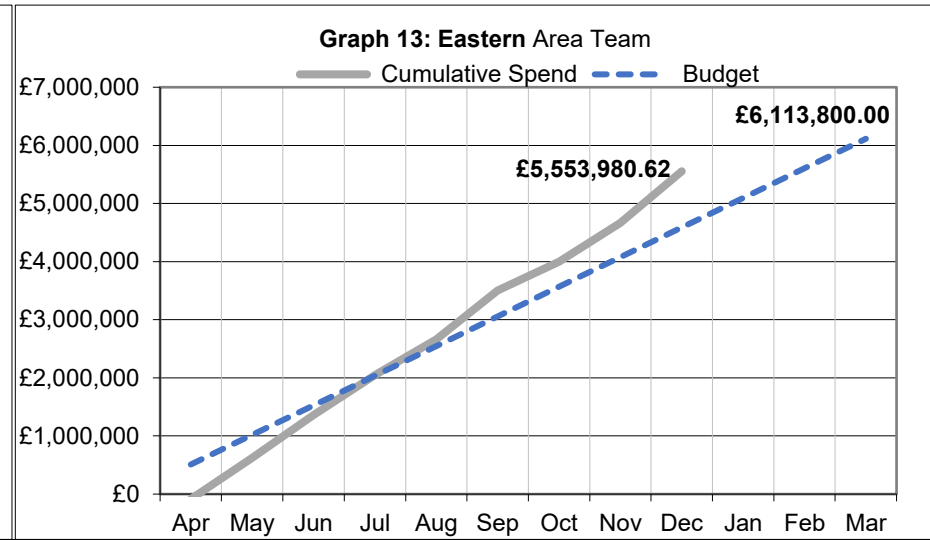
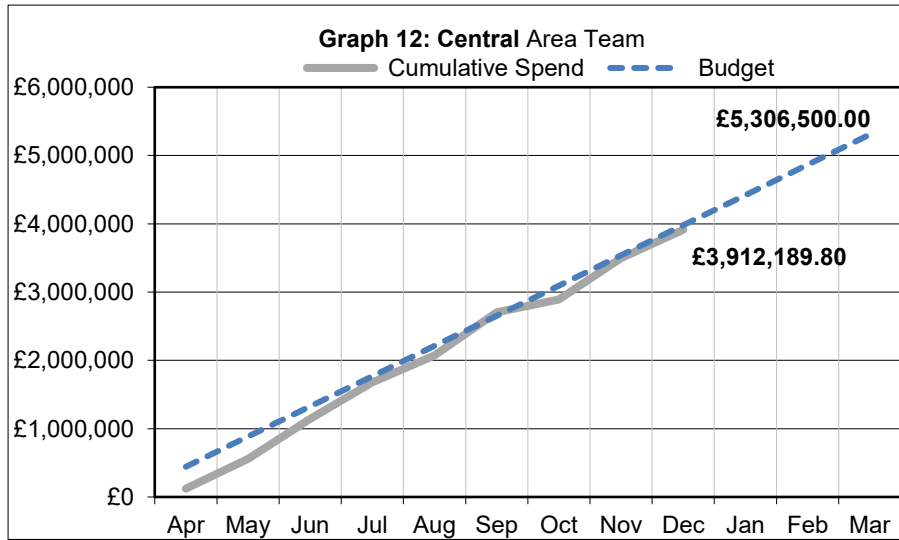
The total number of completed voids relet in Q3 was 113 (78 in the previous quarter).

Graph 6 below shows the performance for the previous two quarters broken down by the Area Teams. These figures show the total void period from vacation of a property to reletting including major works voids where only ACD to COT is used.



BUDGETARY PERFORMANCE

At the beginning of each financial year (April to March) housing management is allocated a number of budgets within which they are expected to repair and maintain the properties they manage. Housing management have a separate Engineering Services section to maintain and repair lifts, entry call systems, heating, etc, and an Estate Services section who maintain 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. This also includes repairs to void properties.



SAFETY AND QUALITY MEASURES

The table below provides details of overall performance during Q3 2025/26 on Key Performance Indicators for safety standards. Except for damp and mould, these standards are part of the 25 Tenant Satisfaction Measures reported to Regulator of Social Housing annually. Performance within 2% of the target is marked Green, Amber for 2-5% off target and Red for performance 5%+ off target. Commentaries are provided below for performances marked Red.

For some measures, the yearly target is recalculated and monitored as quarterly targets with the aim to meet the overall target by the end of the reporting year. These targets are shown within brackets below.

KPIs	Target (Profiled target)	Q3 Performance	Status
% of damp and mould washes completed within target time	95%	97.5%	GREEN
% of blocks with satisfactory Electrical Installation Condition reports (EICRS) (communal)	99%	95.3%	RED+
% of dwellings with satisfactory Electrical Installation Condition reports (EICRs) (domestic)	99%	88.7%	RED±
% of homes that have had all the necessary gas safety checks	99%	98.3%	GREEN
% of homes in buildings that have had all the necessary fire risk assessments	100%	100%	GREEN
% of homes in buildings that have had all the necessary asbestos management surveys or re-inspections	100%	99.4%	GREEN
% of homes that have had all the necessary legionella risk assessments	100%	97.1%	AMBER¥
% of lifts that have received a monthly maintenance service	95%	95.3%	GREEN

✚The target for testing 99% of communal EICRs has been achieved. Of the 49 blocks that do not yet have a satisfactory certificate, delays are due to a range of factors such as ongoing leasehold consultations or waiting for specialist parts.

± The initial target for completion in December 2025 was based on estimates provided by the contractor to complete 600 tests per month. However, due to a greater focus on remedial works, this has been reduced to 400 completed tests per month resulting in a revised target to April 2026.

¥ 97.1% of the water risk assessments have been completed. Further assessments are likely to be delayed due to long-standing access issues. Assessments and collection of water samples from 50 street properties are currently in process. These street properties contain at least one tenanted property and are spread geographically across the borough. Second Element are scheduled to commence their assessments on 24 February 2025 and complete by end of March 2026. We aim to complete the water sampling in the same timescale. However, both will be dependent on access.