



Lambeth Housing Service

Annual Report 2023/24

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Lambeth

Foreword

In Lambeth, 2024 marks another important year of change and development for social housing across the borough with the introduction of the new national Regulator of Social Housing (RSH) standards which came into force in April.

I welcome the new RSH standards. We should all recognise their importance and their ambition to make social housing the best it can be for our residents – a goal to which everyone at Lambeth Council can subscribe. We are determined to fulfil not just the letter but, importantly, the spirit of these standards, for the benefit of all our residents.

One of the requirements of the new standards is to publish Lambeth’s performance on “Tenant Satisfaction Measures” which you will find in this report, along with reflections on what’s happened over the last 12 months and information on our services.

I know from meeting so many of you that the number one issue for our residents right now is improving the repairs service, and this is our biggest priority.

There have been too many cases where Lambeth’s housing services have not been good enough. We are working hard to change that and to achieve the best possible standard. For me, the key is to work with residents across Lambeth on an empathetic approach to repairs that makes our residents the priority and the heart of what we do, while we work hard to hold contractors to account. By doing this we can ensure that the repairs that residents need are done rapidly and correctly - first time, every time.

I’m looking forward to meeting more residents over the coming months to talk with them about their housing needs and to understand how everyone at Lambeth can make residents’ everyday experiences better, meeting residents’ aspirations and delivering the best services. I want to ensure you are receiving the practical help and support you need and deserve. My colleagues and I at the council also hope to see many residents soon as we continue with Lambeth’s Estate Action Days as well as our Meet the Landlord tours. These events are important opportunities for residents to hold me and the council’s housing teams to account in a very genuine way. We want to hear from you.

This summer is our first housing inspection by the Regulator of Social Housing. We’re looking forward to the opportunity to demonstrate the progress we’re making in our journey of continuously improving our housing services.

I’m sure the inspection will provide valuable feedback on how we do things, how we can continue to develop and keep doing better day by day, and in shaping our plans for the future.

We hope you find the report interesting, insightful and useful.

Cllr Danny Adilypour
Cabinet Member, Housing, Investment and New Homes

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Roles and responsibilities

Sophie Taylor
Director of Housing
Sophie is responsible for most aspects of tenancy management and repairs.

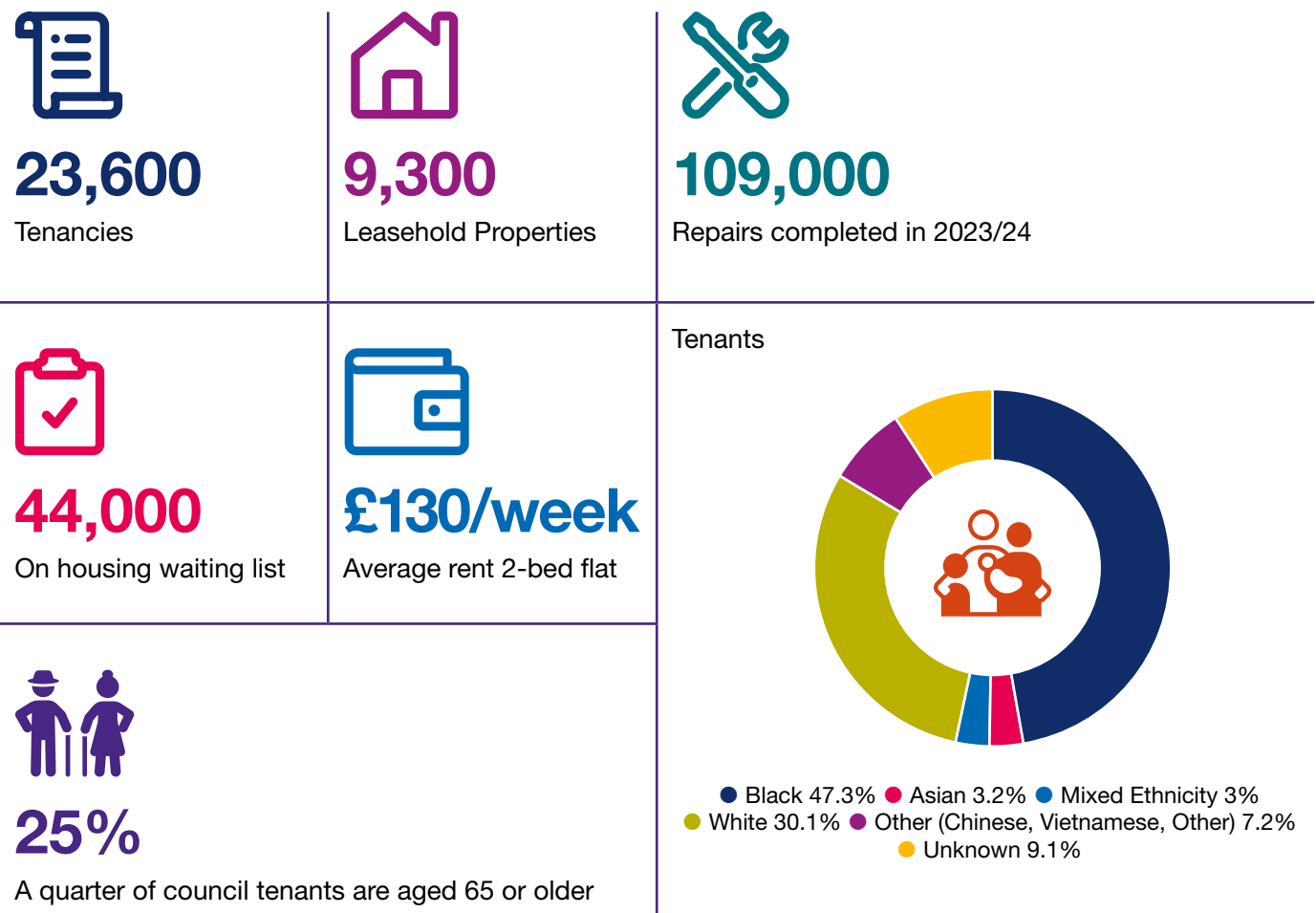
Chris Flynn
Interim Director of Housing Needs and Commissioning
Chris is responsible for rent collection, leasehold services and allocations. He also covers homelessness and temporary accommodation.

Tim Fairhurst
Assistant Director Neighbourhood Housing
Tim manages the area offices, tenancy enforcement, sheltered housing, estate services and responsive repairs.

Andy Marshall
Assistant Director Housing Capital and Asset Management
Andy has responsibility for the capital programme (major works) and compliance which covers health and safety areas like gas servicing.

Lynette Peters
Assistant Director Housing Strategy, Performance and Partnerships
Lynette has responsibility for our policies, performance and making sure the rest of the department meets the standards expected by the Regulator of Social Housing.

A bit about Lambeth



Reporting repairs

How to report a repair



Online

Lambeth has an online repairs portal to report and track your repairs. There is an easy to use visual guide for raising repairs. You can click on pictures to properly identify the repair which is required, and we make sure that the correct repair is raised.

Please see the example below under “Online visual guide for raising repairs”.

You can access the online repairs portal via our website <https://myhousing.lambeth.gov.uk>

If you need to raise an **emergency repair**, please contact the call centre in the first instance.



Call Centre

You can also contact us via the call centre. You will need to do this for repairs which are considered an emergency.

020 7926 6000

You can contact us from Monday – Friday 8am to 8pm or Saturday 8am to 1pm.

If you have an emergency outside these hours please call us on

020 7926 6666



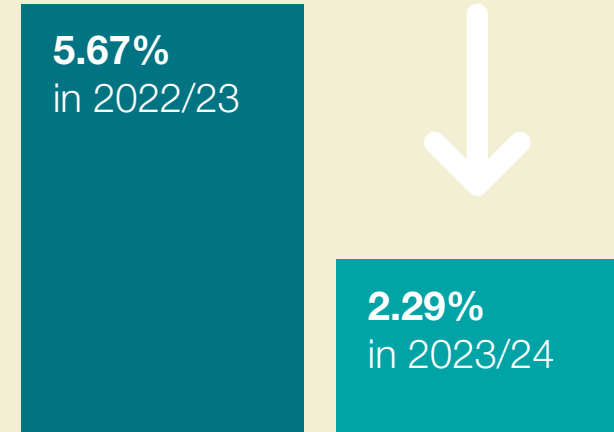
What’s an emergency repair?

A repair is an emergency when the problem could cause serious health and safety problems or severe damage if not fixed or made safe quickly. The same applies to repairs reported out of hours. Emergencies include;

- lift breakdown
- toilet not working (if there is no other working toilet in the home)
- total loss of electrical power
- total loss of mains water supply

Call centre

2.29% abandoned call rate in 2023/24 compared to **5.67%** in 2022/23.



Resident feedback

Every year we commission a company to carry out a tenant survey.

Proportion of respondents who report that they are satisfied with the overall service from their landlord 47.2%



Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service 56.8%



Proportion of respondents who report that they agree their landlord treats them fairly and with respect 60.4%



Proportion of respondents who report that they are satisfied that their home is well maintained 51.9%



Where people say they are not satisfied with the service overall, over 70% said this was because of the repairs service. Another significant reason was because they felt communication with the council was poor.

Housing regulation

New regulations introduced in April 2024 meaning the Regulator of Social Housing has a stronger role including carrying out inspections. Lambeth is having an inspection over the summer in 2024.

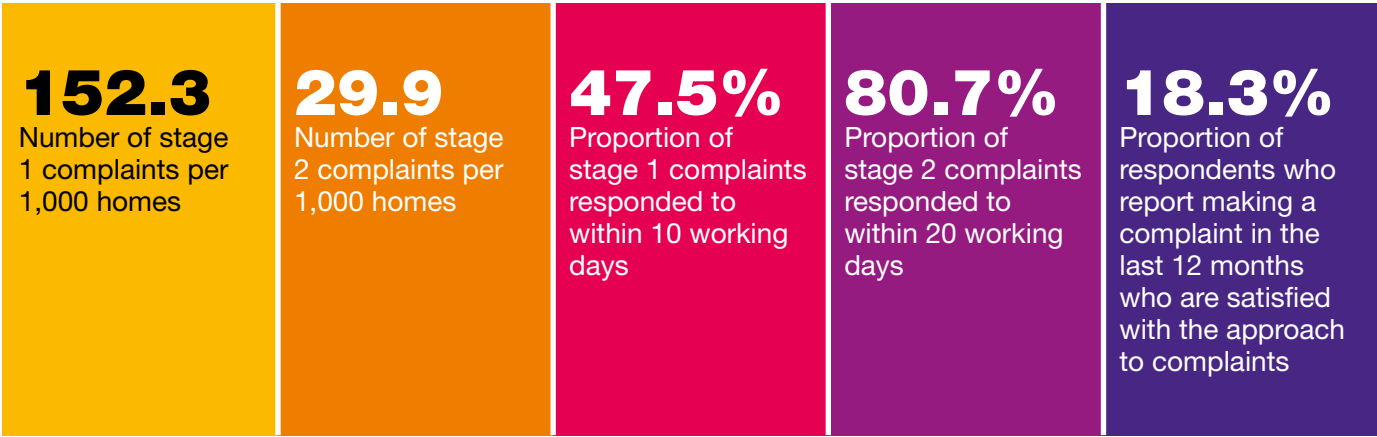
All social landlords are required to meet outcomes set by the regulator of social housing. These cover a range of topics including how we engage with tenants, health and safety, and tenancy management. We are using these standards as a framework to improve services.

Complaints

Housing Ombudsman inspection

In January the Housing Ombudsman published a [report on Lambeth Council](#) following a visit last year to inspect our complaints handling process.

Their report acknowledged improvements that had been made but there is still more to be done and we are working our way through their recommendations, including increasing the number of staff in the complaints team.



Complaint analysis

In descending order, the main causes of your complaints are:

- general property repairs;
- leaks / floods;
- contractor issues / missed appointments;
- heating / hot water;
- damp / mould;
- disrepair;
- ground maintenance;
- roofs;
- enforcement / anti-social behaviour.

The majority of complaints are raised because residents requested a service that has been delayed or not received.

A smaller number of complaints are because it is felt an inadequate service has been provided or something that is not up to the quality or standard that is expected.

Poor communication is also a reason for a number of the complaints we receive.



What we're doing

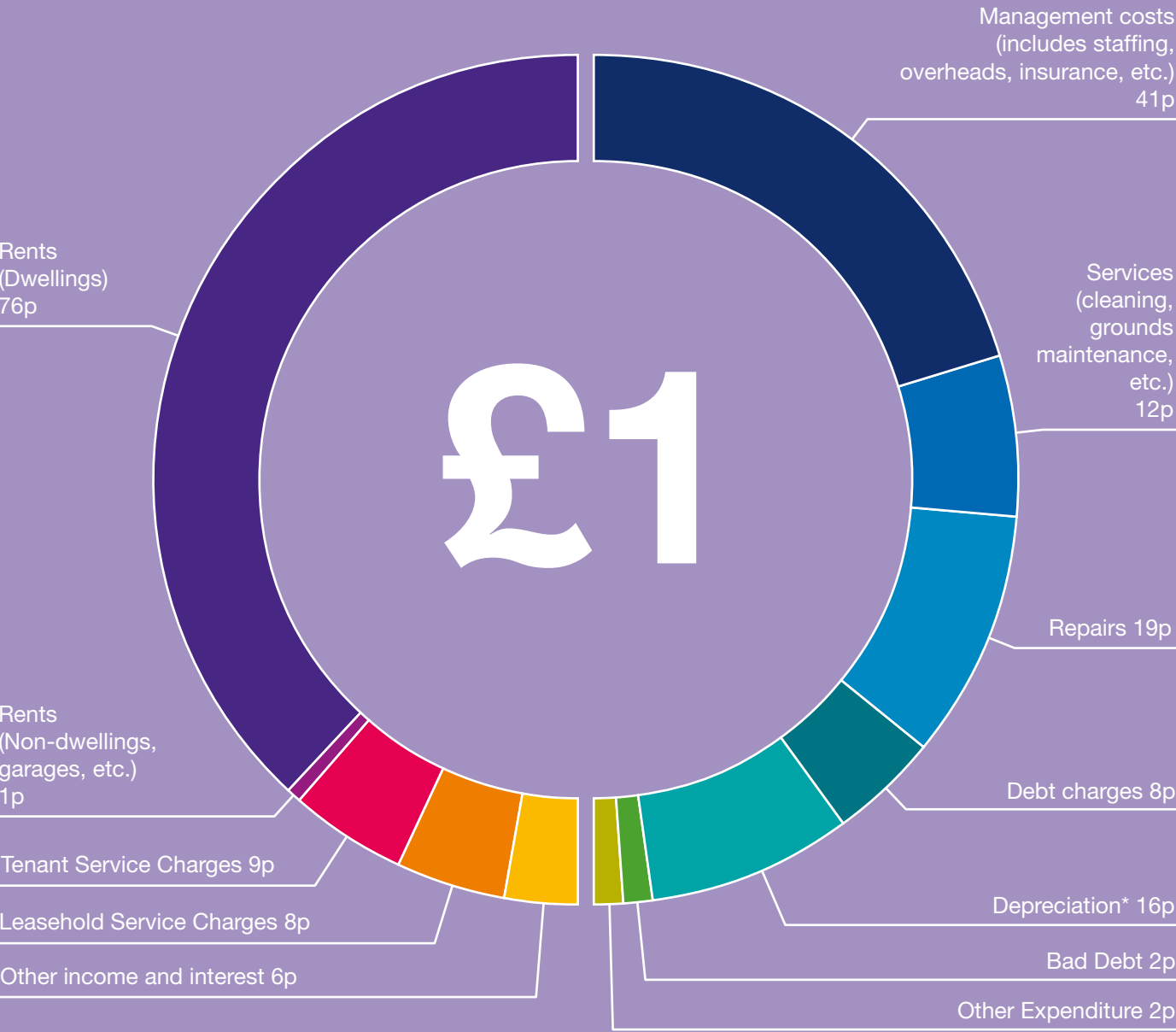
Improving how we manage our repair contracts to improve satisfaction and reduce complaints

Managing the complaints we receive more effectively including expanding the complaints team

Income and how we spend your money

Income

Expenditure



* depreciation is linked to capital investment.

Director of Housing Salary = £5.20 per property

Management Costs = £8,381 per property

A year in Resident Engagement

Our residents are our priority and our resident engagement work ensures we can listen to and act on their views.

In the past 12 months we've learned more about residents' priorities through a range of events and activities.

Among highlights was our Resident's Assembly at the town hall in November, where tenants and leaseholders met with Lambeth council officers to share their concerns on a wide range of issues such as service charges, anti-social behaviour, and damp and mould. We also held workshop discussions on the council's draft Housing and Allocations strategies with many fair and frank views exchanged in the safe and transparent environment that was provided.

In December, the Town Hall hosted a lively Festive Jam, where residents young and not so young danced the night away to popular classics performed by Lambeth's very own Brixton Chamber Orchestra.

Frontline support

This year the Housing Services team also introduced our Meet the Landlord Tours which bring together council services and housing residents from each neighbourhood in the borough. So far there have been events in Kennington and Clapham – and the tour is now making its way across the rest of the borough. These events provide an invaluable chance for residents to engage with the Lambeth teams directly serving their neighbourhoods. Tenants and leaseholders can learn about our services and get much needed frontline support face-to-face with the council team members whose job is to support and help them.

We have depended on traditional mechanisms to understand tenants' views on their areas of interest i.e. Tenants and Residents Associations and 'Lambeth 500' our consultative group. We have recently reviewed our Resident Engagement Framework to widen the range of opportunities for tenants to get involved, influence decisions and enable effective scrutiny to be more inclusive. The variety of opportunities to get involved will improve the way we take tenants' views into account about how our landlord services are delivered. It will also better communicate to tenants' how their views have been considered in our decision-making.

Development and delivery

Our key focus for the next 12 months will be to enhance the scrutiny role played by our residents. The key areas for development and how they will be delivered are set out below;

Area Boards –continue to strengthen the membership and meetings having initially, recruiting 26 new panel representatives and conducted their inductions.

Sheltered Forums – support to set up an AGM in June 2024, this will feed into the wider governance structure. A representative from the forum will be offered a position at the RESaB meeting.

Getting Involved Grant Funding – To ensure we focus on our priorities and ensure the funding is received in accordance a panel of representatives will be set up to decide how the funding is distributed within the community in line with the borough plan and housing business plan.



Fenwick Estate Mural Art Workshop - a Resident Engagement and Estate Services collaboration to deliver new playground equipment. August 2023



Edmundsbury Estate - 12-week English and Maths Booster confidence class to help school children develop further in preparation for SATS. Groups of ten children per teacher plus a floater teacher available to help those who had additional needs.

Some highlights from last year



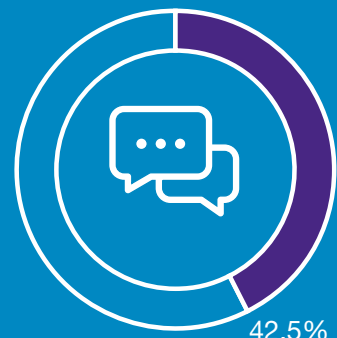
A lovely Christmas party at the newly refurbished Fern Lodge.



12-week gaming classes delivered by Lambeth Council at Pedlars Hall from September to December 2023. Over 55 children registered to attend and it has been very successful!

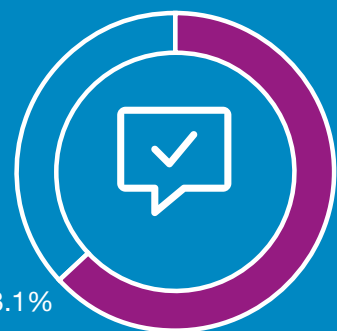


Summer playscheme 2023 - local educational visit to Horniman Museum followed by a picnic. Four week playscheme - from dance, to Tai chi, to engaging with the inspiring writing of an 8-year-old called India who gave away 20 free books.



42.5%

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them




63.1%

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them

There are lots of different ways that residents can get involved and we're keen that you can shape services.

For more details please see www.lambeth.gov.uk/housing/council-tenants/get-involved or email gettinginvolved@lambeth.gov.uk



Meet the landlord tour

These events are a great chance for residents, staff, and contractors to meet in person, share information, offer advice, and address any queries with our residents.

It is part of Lambeth Housing’s approach to providing proactive engaged outreach services to our residents. We’ve already had the events in Kennington and Clapham. Please come and join us for the others:

3 Brixton

St Matthews Hall SW2 1NH
5-7pm 01-Aug-24

4 Norwood

Rathbone Centre, Central Hill Estate SE19 1AA
5-7pm 29-Aug-24

5 Stockwell and Myatts

Mursell Estate Community Hall SW8 1JB
5-7pm 26-Sep-24

6 Streatham

Drew House, Streatham Hill Estate SW16 2TH
5-7pm 31-Oct-24

7 Kennington and Vauxhall

Wheatsheaf Hall SW8 2UP
5-7pm 8-Nov-24

8 Clapham

Heathbrook Hall SW8 3BB
12-Dec-24



Leasehold services

When someone buys a flat through Right-to-Buy they become a leaseholder. Leaseholders represent about a third of the homes we manage.

In December/January we engaged with Lambeth 500 members on the format and contents of our 2024/25 estimated service charge invoices. The sessions resulted in several changes being made to the invoice packs, with more information around the calculation of the charges being included in the covering information.

At the residents’ assembly in November, presentations were delivered on service charges, our self service options as well as our invoice packs.

The internal audit report about the 2021/22 service charge actuals was published last year. The report highlighted several issues with the calculation of the charges. Following the report we corrected the errors and issued the resulting credits to all affected residents along with a letter apologising for the errors.

Overall it was a positive year for Leaseholder satisfaction with an overall increase to an average of 70% based on the leaseholder satisfaction surveys.

Housing Strategy and Allocations Policy

In March 2024 Lambeth agreed its new Housing Strategy – Lambeth a Place we can all call home. This strategy sets out the vision for housing over the next six years based on three priorities.

- Priority 1 More Affordable Homes
- Priority 2 Delivering Excellent Housing and Repair Services
- Priority 3 Supporting Healthy and Safe Communities

Priority 2 is all about council housing. Recognising your feedback it talks about how we want to put residents first, providing services which value and meet the needs of residents – and rectify things if they go wrong. It acknowledges that the Council is on a journey and still has some way to go before we are able to deliver good and then excellent housing services.

www.lambeth.gov.uk/housingstrategy2023-2030

We also consulted on some changes to our allocations policy. Over 2,000 people responded to the consultation, a record for Lambeth Housing. We’re introducing these changes during 2024 giving more priority to families in Temporary Accommodation and we took the difficult decision that we will restrict access to the housing register for people who don’t have any chance of being allocated a home. We are also making some changes to how the scheme operates to make sure homes go to those in the most need.

www.lambeth.gov.uk/allocations2023

Tenant Management Organisations and Myatt’s Field North Private Finance Initiative (PFI)

There are 10 Tenant Management Organisations (TMOs) in Lambeth. These organisations run their estates with a resident board made up of tenants and leaseholders. We also have a PFI at Myatt’s Field North. If you live on one of these 11 estates you can get more details from their websites: <https://www.lambeth.gov.uk/housing/council-tenants/get-involved/tenant-management-organisations-tmos>

Tenancy fraud

Lambeth’s Counter Fraud Service takes all forms of tenancy fraud seriously, investigates all allegations of fraud and may prosecute those guilty of fraud under the Prevention of Social Housing Fraud Act. Around 200 tenancy fraud investigations are conducted each year; in 2023–24, 79 tenancies were recovered from persons found to have been committing tenancy fraud such as subletting, succession and assignment fraud. In addition, five ‘Right-to-Buy’ applications were prevented where fraud was identified by investigators.

If you have any suspicions that tenancy fraud or any other fraud is taking place against the Council please report this online or call 020 7926 9111. Your report will be treated in confidence and can be made anonymously.

Anti-social behaviour
















































































































































































































































































































































































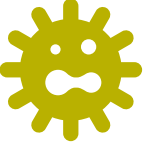









Repairs, major works, health and safety

 12.6% Proportion of homes that do not meet the Decent Homes Standard	 74.1% Proportion of Non-emergency repairs completed within target timescale	 83.3% Proportion of Emergency repairs completed within target timescale
 98.9% Proportion of homes for which all required gas safety checks have been carried out	 99.7% Proportion of homes for which all required fire risk assessments have been carried out	 100% Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out
 98.6% Proportion of homes for which all required communal passenger lift safety checks have been carried out	 94.34% Proportion of homes for which all required legionella risk assessments have been carried out	



Lambeth completed a stock condition survey last year* which showed that 22% of our stock did not meet the decent homes standard, with health and safety risks accounting for 50% of the failures.

We prioritised this work and as of April 2024, about 12% of our stock is non-decent.

Expenditure to remedy other decent homes failures is prioritised in the first two years of the investment plan to achieve 100% decent homes compliance by 2026.

*The six estates that are part of the estate renewal programme will have their own stock condition survey in 2024/25

Tackling damp

We know from talking to residents that mould and damp are a major concern. We think the the focus on damp has been a success and in 2023/24 completed 1,961 orders raised under new “damp priority” codes. We still need to get better at completing repairs and works to treat damp more quickly. In 2024 we are running a resident led Damp and Mould Task and Finish Group to consider how well our approach has been working.

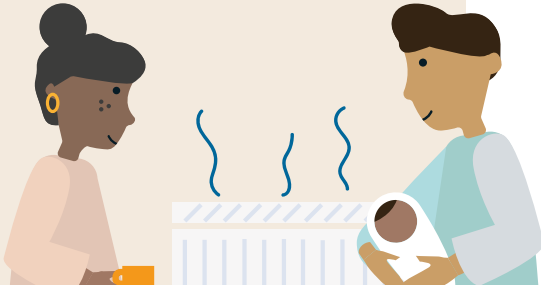
DAMP CHARTER

Everyone should live in a warm and dry home.



Damp and condensation are still a problem for too many of our tenants. There are lots of factors that can cause damp and condensation, which can be challenging to manage. We are determined to overcome these challenges and make the following commitments:

- 1 It's not your fault.** The council is committed to resolving issues in partnership with you and will communicate with you in a sympathetic way. The council has created a Healthy Homes Partnership to make sure this happens.
- 2 Quick diagnosis.** We will arrange an inspection to diagnose the issue within 28 days, or sooner in emergency situations.
- 3 Remedy.** We will agree and write an action plan with you to resolve the damp, that will include timeframes.
- 4 Ongoing support.** If your home has persistent damp, you will be allocated a surveyor who will act as your Healthy Homes Partner and be your point of contact. They will arrange the necessary work and stay in touch until it is completed. They will also give you tips on how to minimise condensation and advise where help may be available to support you with your energy bills.
- 5 Prevention.** We are surveying 19,000 of our homes over the next three years to help identify which ones are prone to damp (most of our homes are over 50 years old). This will inform more regular and targeted maintenance of residents' homes, and better communication on proposed work.
- 6 Technology.** We are investing in technology to help resolve damp issues which your Healthy Homes Partner will discuss with you.
- 7 Resources.** The council is committed to prioritising resources to tackle damp issues with dedicated neighbourhood teams. We also have a rapid-response mould removal and treatment service that we can quickly deploy to remove mould ahead of any preventative or remedial work/action.
- 8 Delivering the Charter?** The delivery and effectiveness of these commitments will be reviewed every year.





- ### Estate Services and the environment
- We are doing some exciting projects around rainwater capture and SUDs (sustainable drainage) gardens. There is a programme of SUDs on estates that will start over the summer.
 - We put in 31 new cycle stores last year and will be doing a further 20 this year. We are also exploring converting disused buildings for cycle storage.
 - Food waste recycling is being rolled out across Lambeth Estates
 - We are exploring shading of play areas for climate emergency mitigation
 - Woodvale is getting a new multi use games area
 - Garages at Osborne and Lanercost have been renovated and brought back into use
 - Free wifi to 90% of community spaces

All Tenant Satisfaction Measures

We reviewed all our indicators last year to make sure they follow the definition required by the regulator. We also used a specialist research company to carry out the tenant perception survey. This is the first year we have been required to publish this information. We will be able to compare how we are doing with other social landlords for next year's report.

Indicator	Definition	Score
CH01a	Number of stage 1 complaints per 1,000 homes	152.3
CH01b	Number of stage 2 complaints per 1,000 homes	29.9
CH02a	Proportion of stage 1 complaints responded to on time	47.5%
CH02b	Proportion of stage 2 complaints responded to on time	80.7%
NM01a	Number ASB cases per 1000 homes	60.4
NM01b	Number of hate incidents per 1000 homes	0.17
RP01	Proportion of homes that do not meet the Decent Homes Standard	12.6%
RP02a	Proportion of Non-emergency repairs completed within target timescale	74.1%
RP02b	Proportion of Emergency repairs completed within target timescale	83.3%
BS01	Proportion of homes for which all required gas safety checks have been carried out	98.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	99.7%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	94.34%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	98.6%
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	47.2%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	56.8%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	55.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	51.9%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	65.1%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	42.5%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	63.1%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	60.4%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	18.3%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	61.5%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	61.8%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	57.8%

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