



Housing Services Annual Report 2024–25

Foreword



The big news for Lambeth and council housing in 2024 was our first inspection by the Regulator of Social Housing (RSH). We have been working hard to improve council housing services, and therefore welcomed the findings released by the regulator, which found Lambeth is meeting social housing regulatory standards for our tenants, with some weaknesses. At the time of reporting this was the highest grading issued so far by the RSH to a London council and reflects that our ongoing work to improve housing services in Lambeth is having an impact.

Despite the progress we've made, we remain committed to further improvement. Too many of our tenants still experience housing issues, and we are determined to ensure we can best meet the needs of all. We know we still have a lot of work to do to improve our delivery of repairs and complaint handling. We're determined to continue to make improvements so that repairs are delivered quickly and easily and done right the first time as often as possible.

One of the requirements of the RSH is that we publish "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. We hope you find the report interesting, insightful, and useful.

Cllr Danny Adilypour, Deputy Leader for Housing, Investment and New Homes

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Meet the Team

Sophie Taylor – Director of Housing

Sophie has overall responsibility for most aspects of tenancy management and repairs, making sure council homes are safe, and well-managed, working with staff and contractors to deliver improvements. She also ensures housing services meet the regulator's standards.

Andy Marshall – Assistant Director of Housing Capital and Asset Management

Andy is responsible for the effective management and compliance of our homes which covers health and safety areas like servicing gas boilers and lift inspections. He also oversees the capital programme (major works) and managing empty homes.

Tim Fairhurst – Assistant Director of Housing Operations

Tim Fairhurst leads Housing Operations, ensuring that housing services are delivered efficiently to our tenants. His team is dedicated to keeping estates clean, safe and well-maintained, engaging with residents, and providing sheltered accommodation. He makes sure residents' voices are heard in decision-making and his team are also tasked with initiating and concluding tenancies while handling over 110,000 repairs annually.

Tunde Akinyooye – Assistant Director of Homeownership and Rents

Tunde manages the Home Ownership and Rents department. His responsibilities include collecting rents and service charges, facilitating Right-to-Buy transactions, and offering support to leaseholders.

Luke Parker - Assistant Director Strategic Partnership and Programmes

Luke has responsibility for our policies, performance, and making sure the rest of the department meets the standards expected by the Regulator of Social Housing. Luke also oversees housing services improvement programmes and initiatives.



Our Housing Strategy

In 2024 Lambeth agreed a new housing strategy covering all aspects of housing in Lambeth. Here's how it has gone so far.

Priority 1: More Affordable Homes

This part of the strategy is delivered by our **New Homes Programme**. This programme is expected to deliver over **600 affordable starts on site by March 2030, and over 2,000 new homes in total**. This year has seen much progress, with Somerleyton Road recently achieving planning permission for nearly 400 home scheme of which over 50% will be affordable, in central Brixton. A top tier developer has been selected to enter a partnership agreement for a portfolio of six sites, to deliver c.450 homes in the borough. The team are also in active procurement for a development partner for the renewal of the Westbury Estate which could see a new development for 700+ homes delivered in the future.

Priority 2: Excellent Housing and Repair Services

Our inspection result from the regulator of social housing shows we are moving in the right direction but there is still more to improve. **This year Lambeth published a new asset management framework for how we will invest in your homes**. More on this later in the report.

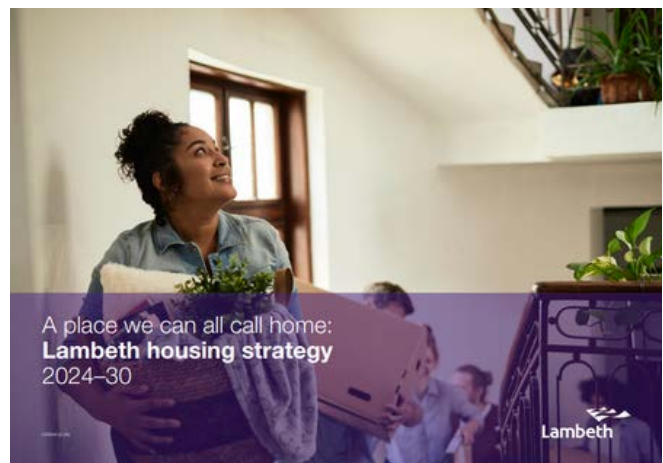
Priority 3: Healthy and Safe Neighbourhoods

In March 2025 we agreed a new Homelessness and Rough Sleeping strategy, which sets out how we are working with our dedicated tenancy sustainment team to prevent homelessness. The strategy reinforces our commitment to ensuring there is a range of suitable accommodation for homeless people.

The housing strategy also covers private rented housing. **We introduced a licensing scheme in 2024 to improve housing quality and tackle rogue landlords** in the private rented sector. It requires landlords to obtain a license to legally let certain properties within designated areas of the borough and is being rolled out to other areas in 2025.

The council, through its strategy and priority initiatives continues to advocate for social well-being by implementing a variety of community-centred initiatives and activities . More on these types of activities in the engagement section.

[You can read our Housing Strategy in full here.](#)



Regulatory Improvement

Last year Lambeth became the first London local authority landlord to receive a C2 grading. The Regulator of Social Housing (RSH) issues gradings from C4 (the lowest rating) where it has serious concerns about failings, through to C1 (the highest rating) where all standards are met. We are proud of achieving C2 in the current economic climate, but we can do better.

The inspection, which took place in August 2024, found that further improvements are needed, but the regulator was assured that Lambeth has good plans in place to achieve them. **The RSH came to its finding after a detailed inspection** which included reviewing many documents and an on-site inspection. A key factor in their inspections is safety, and the grading reflects the high standards which are being met in Lambeth.

You can read the full judgement [here](#). A summary of the RSH findings in Lambeth are:

- We are meeting legal requirements for health and safety which they found was being actively monitored by council senior officers and councillors
- Strategic, preventative and reactive measures are in place to tackle damp and mould
- Lambeth uses information on its housing to inform and deliver planned maintenance
- Lambeth deals effectively with anti-social behaviour and hate incidents
- Mechanisms exist for tenants to engage with and scrutinise Lambeth's performance

Areas Requiring Improvement

The RSH highlighted areas for us to work on. We meet them every two months to update on our progress and have a plan in place to address each area identified, as follows:

Improving satisfaction with repairs. This has a dedicated internal improvement programme with a series of projects underway to improve the service and outcomes for residents.

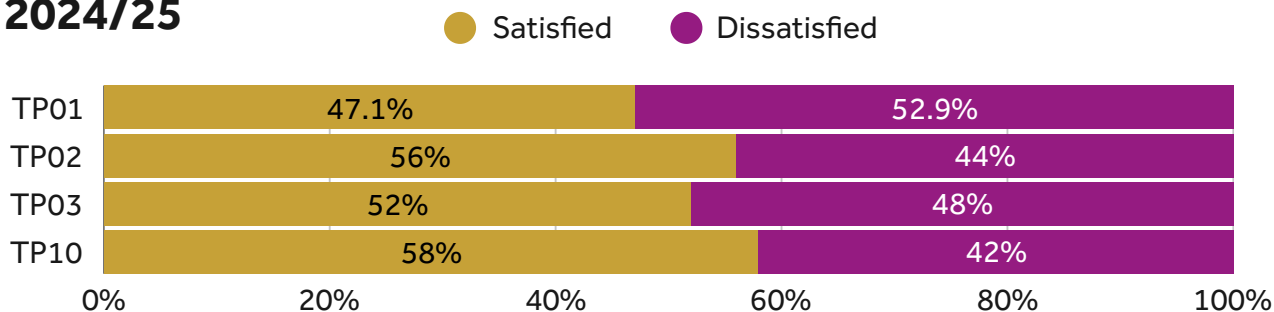
Lambeth's handling of complaints. The judgement noted that resolution has been slow, inconsistent, and lacked tempo in fairness and effectiveness. Following immediate changes we have some early signs of improvement, a plan is place, and we continue to take steps to address this (see page 8).

Meeting the Decent Homes Standard. Highlighted the need to continue to invest in our stock to meet decent homes. We conducted the largest stock condition survey we've ever done to get the most up to date information about our assets' condition. In August 2025 we published our Asset Management Framework, showing our priorities for investment within the context of our financial pressures.

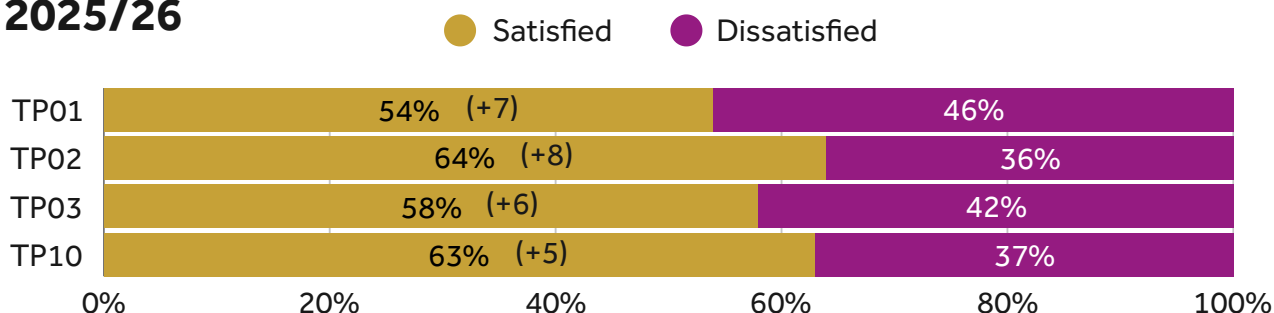
Resident engagement with the council through their Tenant Management Organisations (TMOs) to make sure their tenants' voices are heard. We have committed to a collaborative programme of improvement work with our TMO Estate Directors which we hope will deliver the necessary change to improve TMO residents' access to the council.

Tenant Satisfaction

2024/25



2025/26



TP01 - Proportion of respondents who report that they are satisfied with the overall service from the landlord.

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.

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.

TP10 - Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

Every year we carry out a tenants' satisfaction survey. The surveys are carried out by an **independent research company by telephone, contacting 1,500 tenants selected at random**. The results for 2024/25 were very similar to those we carried out the 2023/24 survey, in that about a half of tenants were satisfied with the service. We recently received annual results for 2025/26 showing that our measures have materially improved in the last year, and closer to two thirds of tenants are now satisfied with the repair service. This provides the council with some confidence that the improvement measures we have initiated are having an impact.

The main reason for dissatisfaction remains the repairs service. Tenants report that repairs are either not done, slow, or not of a good quality. Another reason given is communication, often connected to repair issues. Tenants tell us it can be difficult to get a response and that their dissatisfaction arises when they feel they are not listened to. Throughout this report we talk about some of things we have done, and are continuing to do, to improve the service.

Complaints

We've been working really hard to improve our response to complaints, we know it really important to residents, and the regulator has told us it is a specific weakness. There is no argument, we must do better. We are seeing some encouraging signs of improvement in the last year, as efforts to date indicate that complaint **volumes are down and response times are faster, but there is still much work to do** to improve further.

We know that **the most common reasons for complaints are repairs failures, missed appointments, inability to report online, and follow-up communications**. Each of these elements is of core focus for the department, we have a dedicated repairs improvement programme underway to focus on these issues.

As an example of the **work we're doing to give residents a louder voice**, we have our text message sign-off project going live later this year, giving residents the power to tell us immediately whether they are happy with their repair via text message, and if not, triggering an immediate post-works inspection.

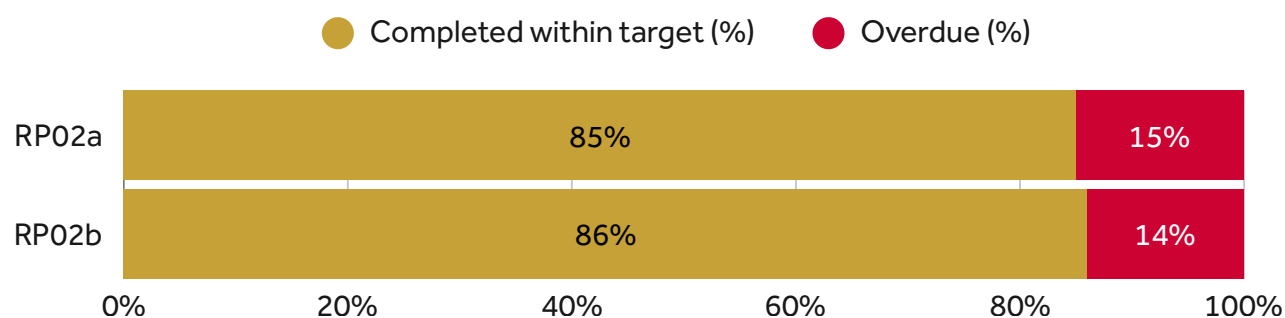
There are similar dedicated projects to **ensure our contractors are more reliably attending appointments** through better scheduling, expanding our online portal functionality giving residents the option to report more online, and to improve our communications via the contact centre, these projects will come to fruition over the next 12 months and we hope will make a difference.

We have also made good progress on our Housing Ombudsman cases this year, determining 121 outstanding cases in 2024/25. This has been **recognised by the Ombudsman who also acknowledged the strengthened collaboration and improved resolution times**.

Our ambition is to be a C1 landlord, and so we will continually review our data and remain committed to our journey of improvement to provide the best service possible to our residents.



Repairs



RP02a - Proportion of non-emergency responsive repairs completed within the landlord's target timescale.

RP02b - Proportion of emergency responsive repairs completed within the landlord's target timescale.

With the council's focus on continued repairs improvement and dedicated projects focused on our identified areas we are hopeful that response times will continue to improve, **we are seeing some encouraging signs, with 85 % our repairs completed on time in 2024/25.**

Safety Reminder!

Please regularly test your smoke alarms to ensure they are in working order. If you find that any of these alarms are not functioning, let us know immediately.

Check your window restrictors. If they are broken or missing and you have any safety concerns, please inform us right away.

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 of these hours please call.

020 7926 6000

Awaab's Law

Awaab's Law is a new rule to make sure social housing is safe and healthy. It was created after the tragic death of a child, Awaab Ishak, who died because of mould in his home. The law means we must fix serious problems like mould, leaks, or anything that could harm your health within strict time limits. **The new rules come into effect from 27 October 2025.** The council has an internal preparedness programme including additional dedicated damp and mould specialists, focusing on our new obligations and training staff to ensure we are ready.

Engagement

Resident engagement is crucial for fostering a vibrant and supportive community within council housing. When tenants actively participate in discussions and decision-making processes, it ensures that their voices are heard and their needs are addressed. By engaging with us, you can influence changes, improve services, and contribute to the development of a safe, welcoming, and inclusive neighbourhood. Here are some of the highlights from last year.

Our latest tenant satisfaction data shows...



6 out of 10 of tenants asked said Lambeth keeps them informed.



6 out of 10 of tenants asked said Lambeth treats them with respect.



Only 4 out of 10 of tenants asked said Lambeth listens to them and acts.

Find out more!

Please see
www.lambeth.gov.uk/housing/council-tenants/get-involved or email
gettinginvolved@lambeth.gov.uk

Some headlines, what have we done this year?.

£100k supporting TRA's and social enterprise partners

5

new TRA's

£78k invested in local social value projects



6 NEET or single female parent jobs created



400+
volunteer hours

Consultations on playgrounds and green spaces, youth engagement and food security

programmes in Kennington and Vauxhall, and Streatham.

New voluntary and community sector partnerships in Stockwell.

Gardening initiatives and community events in Clapham

Engagement in Photos

Meet the landlord - Mursell Estate



Gaskell Street playground - before



Gaskell Street playground - after



Wheatsheaf Christmas Party



You said...

You said you wanted more control over confirming when a repair had been completed to your satisfaction. **We are doing this by** introducing an SMS survey so you can give feedback straight after the job.

You said you wanted more informal ways to get involved but still have a real influence on how services are run. **We did just that** — working with over 120 residents who came forward through an open online campaign to help shape new priorities over a series of in-person and hybrid focus groups.

Warmer, Greener Homes

Lambeth was the first London borough to declare a climate emergency in 2019 and we are already progressing efforts to make homes more energy efficient, retrofit homes in the borough, and utilise renewable energy.

The **council has carried out nearly 17,000 stock condition surveys** on its estates and buildings and the data has been used to inform a new investment plan. This plan sets out how the council intends to manage its housing stock over the next five years while operating within strict budgetary constraints.

Our housing stock is relatively old, and much of it suffers because of poor quality building in the 1960s and 1970s. The surveys have identified which homes are in most need of investment and which are suitable to retrofit and insulate to enable us to realise our carbon reduction aspirations.

Our ambition is to be Net Zero by 2030, where that is practical and affordable. But the council's severe financial challenges mean we can't always do as much as we would wish. As well as **delivering a programme of replacement of doors and windows to prevent loss of heat** and energy through draughts and reduce the risk of damp and mould, **550 homes had solar panels installed**.

One resident who benefitted from the council's project is David Francis, (pictured below), who had solar panels fitted to his roof as part of a national scheme to "retrofit" socially rented properties, supported by government funding.

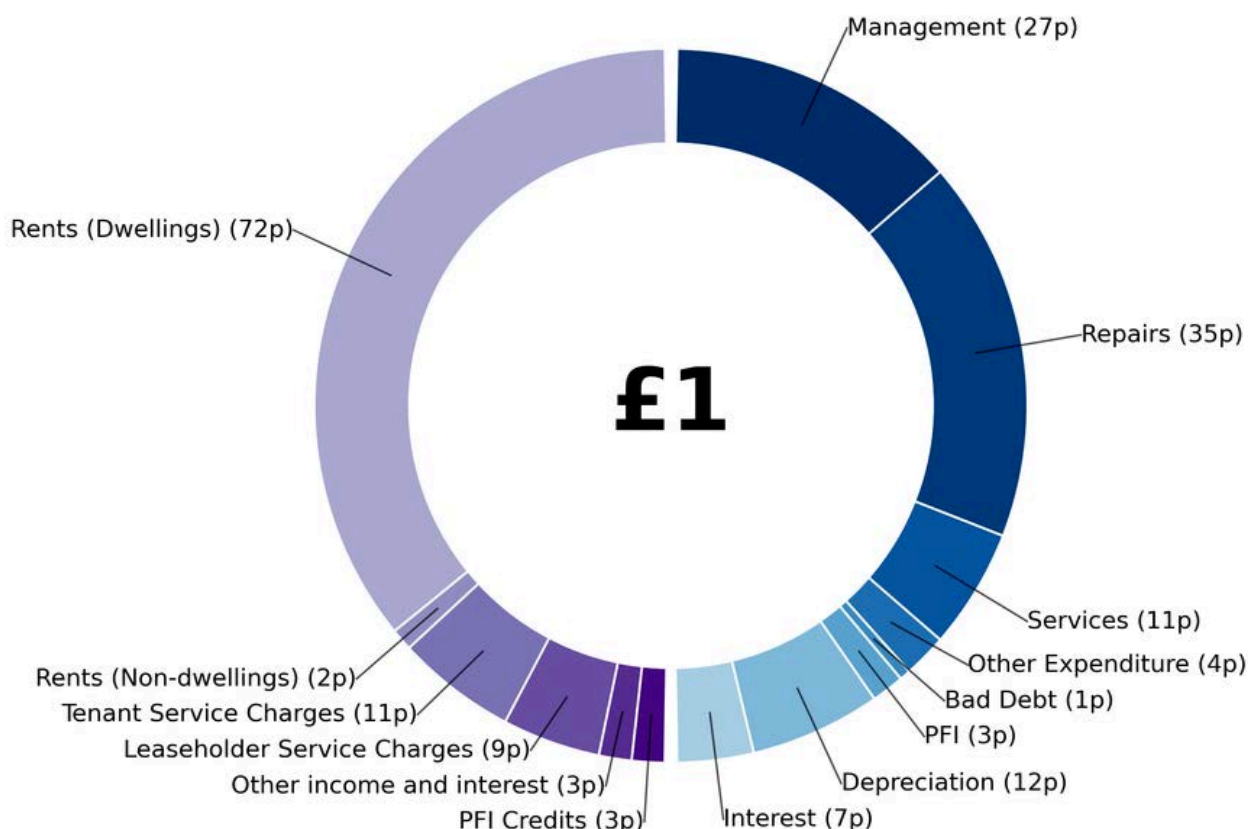
Mr Francis said: "The solar panels are excellent quality. Monocrystalline rather than polycrystalline and the back-up batteries store the excess energy – and it's green energy which is the best thing of all." After the installation, Mr Francis decided to acquire the necessary certification to enable him to sell excess energy generated by the panels back to the national grid and has been helping his neighbours do the same.



How we spend your money

INCOME

EXPENDITURE



The chart above shows income (mainly rents and service charges) and how we spend your money. Council housing sits in a separate area to other council spending called the Housing Revenue Account (HRA). This money is legally ringfenced to deliver your housing services.

As you may know from our public reports this year we received £40 million in Exceptional Financial Support (EFS) from the government to address budget pressures within our HRA. This £40 million, obtained in 2025, functions as a loan to cover short-term HRA costs, like the funding gap from rent freezes, legal bills, and rising maintenance costs for our housing stock caused by inflation and new regulatory requirements. This money will need to be repaid.

Lambeth, like other social landlords currently face a lot of financial challenges. We are having to decide between competing priorities and make difficult decisions so that we can balance our budgets.

Director of Housing Salary = £6.96 / property / year
Management Costs = £8,770 / property / year

Tenant Satisfaction Measures 2024/25

BS01	Proportion of homes for which all required gas safety checks have been	99.70%
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	99.70%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	96.60%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	98.80%
CH01	Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	133.5
CH01a	Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes.	40.9
CH02	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	36.30%
CH02a	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	64.80%
NM01a	Number of anti-social behaviour cases opened per 1,000 homes.	64.5
NM01b	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	0.3
RP01	Proportion of homes that do not meet the Decent Homes Standard.	11.70%
RP02a	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	85.40%
RP02b	Proportion of emergency responsive repairs completed within the landlord's target timescale.	85.80%

Tenant Satisfaction Measures 2024/25

P01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	47.20%
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.	55.90%
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.	51.60%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	49.60%
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	61.70%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	44.00%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	62.40%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	63.60%
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.	22.00%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	58.30%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	61.40%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	60.90%