

Summary

Housing Services Annual Report 2024–25



Every year the Regulator of Social Housing asks us to publish our performance against a range of indicators it has defined.

These indicators are called Tenant Satisfaction Measures (TSMs) and are overleaf. They focus on what matters most to tenants – including the quality of services, repairs, safety, and how complaints are handled. TSMs show us how we're performing and highlight where we need to do better.

They also include the results of an annual satisfaction survey, conducted by an independent company, who asked tenants what they think about our services.

We publish these results in a longer report, together with other reflections on what happened in 2024–25. The full Housing Services Annual Report 2024–25 is available on our website at www.lambeth.gov.uk/housing



Housing Inspection

In the summer of 2024, Lambeth had its first inspection by the housing regulator. We became the first London local authority landlord to receive a C2 grading from the Regulator of Social Housing. This means we are meeting national standards and making progress in improving services, while recognising more work is needed. These are the areas where the regulator wants us to improve, and very briefly what we're doing:

Improving satisfaction with repairs. We have a dedicated internal improvement programme with a series of projects underway to improve the service and outcomes for residents. Satisfaction with repairs has improved recently.

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 in place, and we continue to take steps to address this.

Meeting the Decent Homes Standard. The regulator highlighted the need to continue to invest in our stock to meet the decent homes standard. In August 2025 we also launched 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.

All Tenant Satisfaction Measures

Indicator	Definition	Score
BS01	Proportion of homes for which all required gas safety checks have been carried out.	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%
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.	55.9%
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.	51.6%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	49.6%
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.	44.0%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	62.4%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	63.6%
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.	22.0%
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%