

# City of London Corporation Housing Division Annual Report for Tenants 2023-2024



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We manage  
**2,837** homes in **58**  
residential blocks  
across the City and  
**six** London boroughs.



**1,874**  
tenants

**955**  
leaseholders





# Welcome

Welcome to our Annual Report for Tenants, covering our activities and performance from April 2023 to March 2024. This report highlights our achievements for the year, and goals and plans for 2024-2025.

We are committed to providing you with quality housing that meets your needs and ensuring compliance with standards. We will continue to work closely with our tenants, staff, and partners to prioritise and improve the services that matter most to you. This report demonstrates how your input and feedback helps us improve our services.

We value your feedback, invite you to participate, and look forward to working together to make improvements to our services and performance.

We hope you find this report a useful summary of our work and services, and please let us know your thoughts by emailing the Housing Communications team at [home@cityoflondon.gov.uk](mailto:home@cityoflondon.gov.uk)

**If you would like this information in another language, Braille, audio tape, large print, easy read, BSL video, CD or plain text, please contact us at [home@cityoflondon.gov.uk](mailto:home@cityoflondon.gov.uk) or 020 7029 3958 and ask for the Communications team.**



**Peta Caine**

Assistant Director  
Housing

# Performance Overview

On 1 April 2023, the Regulator of Social Housing's (RSH) new requirements for tenant satisfaction measures (TSMs) came into force for landlords with more than 1,000 homes. As we manage more than 1,000 homes, we must collect and send the RSH data for 22 tenant satisfaction measures every year. This includes 12 measures from a tenant perception survey and 10 from our internal performance information. Through these requirements, the RSH aims to assess how well social housing landlords in England are doing to provide good quality homes and services.



This document presents the results of our first TSM reporting year alongside other key performance data for each team in Housing. You will find the TSMs about our overall service and health and safety on this page, and service-specific TSMs on each page of this report, identified by the blue 'TSM' badge. We are very pleased to report that we have achieved an average TSM score that places us third among all local authorities in London.



**66.7%** are satisfied with our overall service



**92.6%** homes met the Decent Homes Standard



**71.7%** are satisfied that their home is safe



**64.3%** are satisfied that their home is well maintained



**69.6%** are satisfied that we make a positive contribution to the neighbourhood



**53.2%** are satisfied that we listen to tenant views and act upon them



**74%** are satisfied that we keep them informed about things that matter to them



**100%** of homes for which all required lift safety checks have been carried out



**92.8%** of homes for which all required asbestos management surveys or re-inspections have been carried out



**100%** of homes for which all the required legionella risk assessments have been carried out



**99.5%** of homes for which all gas safety checks have been carried out



**100%** for which all required fire risk assessments have been carried out

# Your Feedback

## You Said



**66.7%** are satisfied  
with our overall  
service



**67%** are satisfied  
with our overall  
repairs service



**53.2%** are satisfied  
that we listen to  
tenant views and act  
upon them

## We Did

In response to the [Pennington Choices Report](#), where residents asked for a clear understanding of the service provision detailing what they can expect, by whom, and by when, we identified, wrote, and launched [ten Service Standards for residents and staff](#) as part of the the Resident Focus Project (RFP).

The RFP includes customer service standards and standards tailored for each Housing service area, encouraging stronger ownership of customer service and proactive maintenance of standards.

In 2023-24, we consulted on the procurement of a new Repairs & Maintenance contract to start on 1 April 2025. We hosted workshops attended by 45 residents and we received 77 responses to the Repairs Consultation questionnaire. From these workshops, a Repairs Working Group was formed that included five staff members, four resident representatives, and two external consultants from Pennington Choices. Throughout the consultation, we used workshops, webinars, emails, newsletters, posters, and surveys allowing the group to follow and provide feedback on the procurement process from consultation through to onboarding.

In the Pennington Choices Report, residents requested the return of estate walkabouts at times that would allow participation from all residents and having repairs staff join these walkabouts to be held more accountable. We have completed a review and scheduled new dates and frequencies for [walkabouts on each estate's webpage](#).

We also formulated a new Resident Involvement policy, following workshops held by Tpas. These workshops took place in December 2023 with 21 attendees. The new policy, set to launch in May 2025, aims to ensure that every resident is heard and has the opportunity to influence and collaborate with us to create exceptional services, homes, and communities.

Residents also highlighted that they felt complaint handling and managing resident expectations could be improved. We have enhanced our complaints handling process and reviewed operational roles to determine the relevant training each role should receive.

Finally, seven new or reviewed Housing policies were sent to the Housing User Board (HUB) for consultation.

# Housing Management

The Housing Management team has a wide remit of services across our estates, including:

- **Estate Services:** managing various cleaning, minor maintenance and gardening tasks to ensure that our estates are up to standard.
- **Resident Services:** providing customer services to residents on our estates and managing tenancies.
- **Housing Needs:** processing housing applications, managing the housing register and letting homes.
- **Rents:** collecting rent and service charges from tenants and supporting residents who are struggling with housing payments.
- **Resident Involvement:** engaging with residents on housing services or policies, and managing our community centres in the City.
- **Home Ownership:** handling any leasehold queries, including service charge billing, Right to Buy applications and sales-related enquiries.



**66.8%** are satisfied with our approach to handling anti-social behaviour (ASB)



**73.5%** are satisfied that we keep communal areas clean and well maintained



**21.2** ASB cases and **1** ASB case involving a hate incident (per 1000 homes)



**102** hazards identified



**82%** average grounds inspection score



**83%** average block inspection score



**37** properties let



**1080** households on the Housing Register Waiting List



**353** new housing applications received



**£10.85m** collected in rent



**97.8%** of rent collected



**£2.68m** collected in service charges





## Achievements in 2023-2024



Completed our first Tenant Satisfaction Measures survey, as part of the new regulations for social housing providers.



Increased occupation of all homes in sheltered housing schemes and almshouses to 100%.



Procured a new cleaning and caretaking IT system, to support improved delivery of cleaning and caretaking services on our estates.



Delivered customer service training to 69 members of staff to improve service experience for our residents.



Processed all Housing Register applications within 30 working days of receipt of all documents.



Let spaces in our Square Mile community centres for more than 13,000 hours.

## Goals for 2024-2025

Prepare for Regulator of Social Housing inspection that aims to enhance the accountability of social housing providers.



Embed ten new housing service standards to ensure the quality of services provided to residents.

Produce our new Tenant Handbook and consult with residents on this key document.



Review and update the allocations scheme to reflect new government policy in consultation with tenants, applicants and other stakeholders.

Establish our new Resident Involvement policy, to improve how we listen and respond to resident feedback.



# Repairs and Maintenance

The Repairs and Maintenance (R&M) team are responsible for managing the repairs and maintenance process and contractors for all our estates. They manage our Repairs Service Desk, answering resident calls and emails, liaise with our external contractors, and ensure that repairs are categorised appropriately.



**5,953** total repairs completed



**16,662** Repairs Service Desk calls handled



**67%** are satisfied with our overall repairs service



**66.2%** are satisfied with the time taken to complete their most recent repair

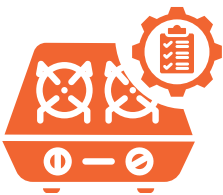


**71.9%** of non-emergency responsive repairs completed within our target timescale



**78.8%** of emergency responsive repairs completed within our target timescale

## Achievements in 2023-2024



Meeting high gas servicing compliance standards for our properties across London.



Development of the existing team, in particular one of the customer support officers taking on the Assistant Manager role.



Maintaining resilience and flexibility during a time of significant change.

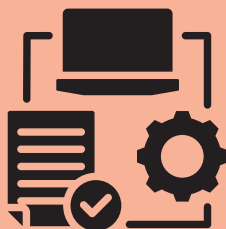
## Goals for 2024-2025

Deliver better value for money on all repairs and servicing contracts, including procurement of a new R&M contractor.



Improve handling of damp and mould cases to respond to new legislation.

Implement proactive management of repair complaints and improve our responses.





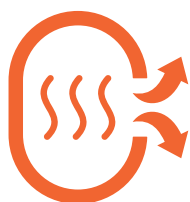
# Major Works

The Major Works team is responsible for managing major work projects that repair and improve our estates for the long-term. This includes fire safety and energy efficiency projects as well as communal heating and cold water system replacements.



Window replacement and redecorations as part of the major works programme.

## Achievements in 2023-2024



**171** homes connected to new communal heating systems on Middlesex Street and York Way Estates.



**549** new double-glazed windows installed in properties across our estates.



**657** new 60-minute fire rated doors fitted in homes and **188** fitted in communal areas of our estates.

## Goals for 2024-2025



Develop and formalise our 10-year capital programme to facilitate key major works programmes across our estates.



Secure additional funding to support long-term delivery of our major works programme across our estates.



Improve resident engagement and liaison throughout major works projects.

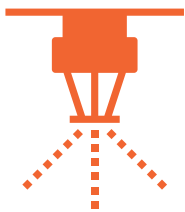
# New Developments and Special Projects

The New Developments and Special Projects team is responsible for managing new development projects across our estate. This includes projects such as the construction of new homes, residential conversions, and sprinkler retrofitting.



Computer generated images showing new developments at York Way and Sydenham Hill Estates.

## Achievements in 2023-2024



**200** homes installed with new sprinklers and fire alarms.



**Three** new family-sized flats completed and occupied at Isleden House.



Procured and mobilised contracts for new developments at York Way and Sydenham Hill Estates.

## Goals for 2024-2025



Resolve major challenges with the completion of Black Raven Court to allow 66 new flats to be occupied.



Identify opportunities to provide new housing on our existing estates.



Complete the Golden Lane Leisure Centre podium waterproofing contract.

# Complaints

The Performance and Quality Assurance team manage the complaints process, including acknowledging and investigating complaints from residents, and providing a response within set timeframes. The team's also responsible for promoting the complaints process and taking appropriate action when a complaint is upheld.



**38.3%** are satisfied with our approach to complaints handling



**56.9** stage one complaints received (per 1000 homes)



**76.4%** of stage one complaints responded to within the Housing Ombudsman Complaint Handling Code timescales



**15** stage two complaints received (per 1000 homes)



**72.4%** of stage two complaints responded to within the Housing Ombudsman Complaint Handling Code timescales

## Achievements in 2023-2024



Appointed a new Senior Lead Person (Assistant Director) responsible for complaints handling, to identify themes or trends and assess serious risks or policies/procedures that require revision.



In line with the Complaints Handling Code, raised awareness of the complaint process by promoting the service and policy changes.



Established a Complaints Learning Panel to review outcomes of complaints to identify potential service improvements.

## Goals for 2024-2025



Implement further improvements to track and monitor complaints.

Submit Housing Complaints Reports to Housing Management & Almshouses Sub-Committee (HMA SC) meetings twice a year outlining performance and key information on complaints for members.



Hold specialist training sessions and offer tailored support for new staff on the complaints handling process.



# Useful Contacts

## Estate Offices

**Almshouses:** 020 7274 1337

[almshouses@cityoflondon.gov.uk](mailto:almshouses@cityoflondon.gov.uk)

**Avondale Square:** 020 7237 3753

[AvondaleSquareEstate@cityoflondon.gov.uk](mailto:AvondaleSquareEstate@cityoflondon.gov.uk)

**Holloway:** 020 7607 3207

[Hollowayestateteam@cityoflondon.gov.uk](mailto:Hollowayestateteam@cityoflondon.gov.uk)

**Golden Lane:** 020 7253 2556

[GoldenLane@cityoflondon.gov.uk](mailto:GoldenLane@cityoflondon.gov.uk)

**Harman Close:** 020 7237 1696

[Harman.Close@cityoflondon.gov.uk](mailto:Harman.Close@cityoflondon.gov.uk)

**Isleden House:** 0207 226 2892

[Isleden.House@cityoflondon.gov.uk](mailto:Isleden.House@cityoflondon.gov.uk)

**Middlesex Street, Dron House, Spitalfields and Windsor**

**House:** 020 7247 4839 | [mse@cityoflondon.gov.uk](mailto:mse@cityoflondon.gov.uk)

**Southwark, Horace Jones and William Blake:**

020 7620 3702 | [Southwark@cityoflondon.gov.uk](mailto:Southwark@cityoflondon.gov.uk)

**Sydenham Hill:** 020 7620 3702

[Sydenham.Hill@cityoflondon.gov.uk](mailto:Sydenham.Hill@cityoflondon.gov.uk)

**York Way:** 020 7607 3119

[Yorkway.EstateTeam@cityoflondon.gov.uk](mailto:Yorkway.EstateTeam@cityoflondon.gov.uk)

## Benefits

020 7332 3937 | [benefits@cityoflondon.gov.uk](mailto:benefits@cityoflondon.gov.uk)

## Communications

[home@cityoflondon.gov.uk](mailto:home@cityoflondon.gov.uk)

## Complaints

0207 606 3030 (Switchboard) or

0207 029 3935 (Housing Complaints)

[housing.complaints@cityoflondon.gov.uk](mailto:housing.complaints@cityoflondon.gov.uk)

Housing Complaints Team

Barbican Estate Office

3 Lauderdale Place

London EC2Y 8EN

## Estate Services (cleaning, caretaking and gardening)

You can report issues relating to cleaning and grounds maintenance on your estate by email:

[estateservices@cityoflondon.gov.uk](mailto:estateservices@cityoflondon.gov.uk)

If you would like to speak to someone instead, please call your local estate office.

## Major Works & New Developments

[DCCS-NewDevelopmentsTeam@cityoflondon.gov.uk](mailto:DCCS-NewDevelopmentsTeam@cityoflondon.gov.uk)

# Get involved!

Getting involved is how you, as a City of London Corporation tenant or leaseholder, can influence what services you receive from us. You are the best people to tell us what works well and where we can do better, and your involvement makes a real difference. Throughout the year we run a number of consultations, surveys and open meetings so you can express your views and opinions.

If you would like to take part in our consultations, visit

[cityoflondon.gov.uk/services/housing-and-homelessness/resident-involvement](https://cityoflondon.gov.uk/services/housing-and-homelessness/resident-involvement) or **contact the Resident Involvement Team** using the details below.

## Home Ownership/Leaseholders

[home.ownership@cityoflondon.gov.uk](mailto:home.ownership@cityoflondon.gov.uk)

## Housing Needs

[hadvice@cityoflondon.gov.uk](mailto:hadvice@cityoflondon.gov.uk)

## Resident Involvement

[Resident.Involvement@cityoflondon.gov.uk](mailto:Resident.Involvement@cityoflondon.gov.uk)

## Repairs

0800 035 0003

[propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)

## Out of Hours Emergencies Only (between 5pm - 8am)

**Repairs:** 0800 035 0003

**Urgent estate matters (not repairs):**

020 7256 6583

## Rent & Arrears

**Rent accounts/payments:** 020 7332 3937

(ask for housing rents)

[DCCS-rentsteam@cityoflondon.gov.uk](mailto:DCCS-rentsteam@cityoflondon.gov.uk)

**Rent arrears:** please call your local estate office or email us at

[incomerecoverofficer@cityoflondon.gov.uk](mailto:incomerecoverofficer@cityoflondon.gov.uk)