

HOUSING SERVICES ANNUAL REPORT

2023-2024



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Introduction



Forward from Cllr Siama Ahmed, Cabinet Member for Housing and Homelessness

Firstly, I would like to say how delighted I am to be your Cabinet Member for Housing and Homelessness. Providing good quality, safe and secure homes is so important to our residents and plays such an important part in our resident's lives. Homelessness is such a major issue across London and as a council we are doing all we can to provide good quality temporary housing for those that need it and to respond to the challenges of homelessness for our customers and the council. I feel proud that this year we have co-created this report with our tenants and leaseholders and their suggestions have seen the inclusion of more information about the teams delivering the service and how we support local residents.

I want to thank you as our customers for working with us to provide good quality services and I hope this will continue into the coming year.



Introduction by Bob Granville, Interim Operational Director of Housing

I want to say what an honour it is to be taking up the role of Interim Operational Director of Housing here at the London Borough of Redbridge. I look forward to working with you to improve services and ensure quality housing for residents in both council homes and temporary accommodation. Over the coming months I hope to get out to meet residents and learn about their experiences of being a tenant in Redbridge.



Housing Strategy 2023-2027

This strategy sets out our five-year plan to deliver the homes that people in Redbridge need.

Over 1,000 people took part in our consultation, highlighting the importance of safe, warm, well maintained homes for health and well-being, and strongly supporting our key objectives.



For more information read our 2023 Housing Strategy

1 Increase the supply of housing, particularly for local people on low-incomes and families.

To do this we will increase our stock of Council homes, work with development partners to deliver the affordable homes our residents need, and make the best use of the homes the borough already has.

We are prioritising the prevention of homelessness and how we use the supply of temporary accommodation

2 Provide the homes that vulnerable residents need and support people to help prevent them from becoming homeless.

3 Improve the quality of homes, make them healthier places to live and increase their energy efficiency.

To do this we will invest in the housing we own, influence landlords to improve the properties they rent out and signpost ways for homeowners to upgrade their homes.

4 Put residents first by being easier to contact and dealing with resident's concerns effectively.

To do this we will improve the way we communicate with residents, use our enforcement powers to tackle issues and help people get the advice they need.

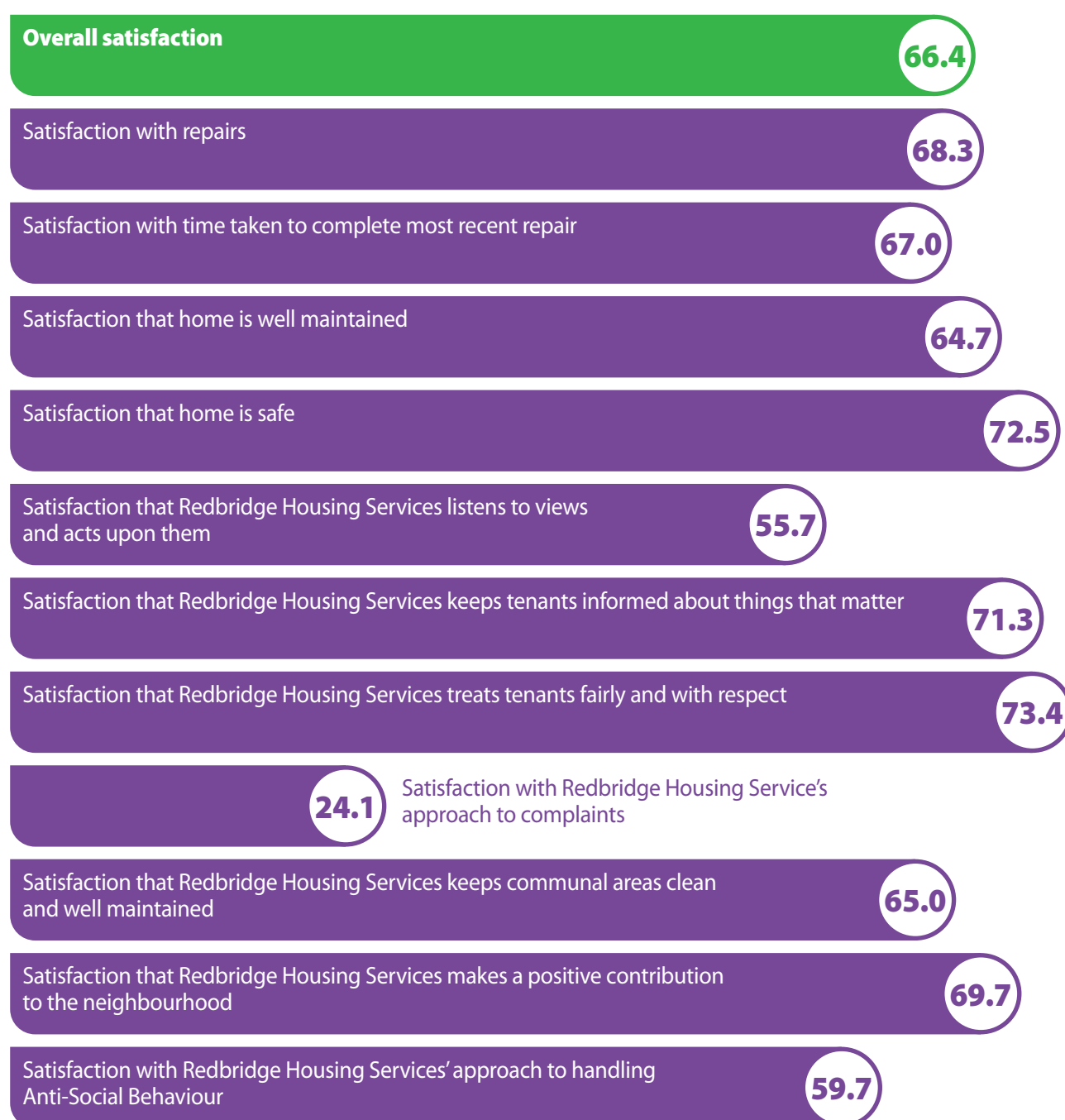
Tenant Satisfaction Measures 2023-24



The Regulator for Social Housing (RSH) requires all social housing providers to provide them with performance figures against 22 indicators each year, and for us to publish them so that you can see them. These are called Tenant Satisfaction Measures (TSMs). The TSMs are intended to help residents to scrutinise their landlord's performance and to hold them to account. This represents the biggest change to English housing regulation in more than a decade.

We carried out our first **TSM satisfaction survey** this year via telephone, email and post with a sample of residents both tenants and leaseholders. We reported the results of the survey to the RSH in July 2023.

TSM Results 2023-24 (%)

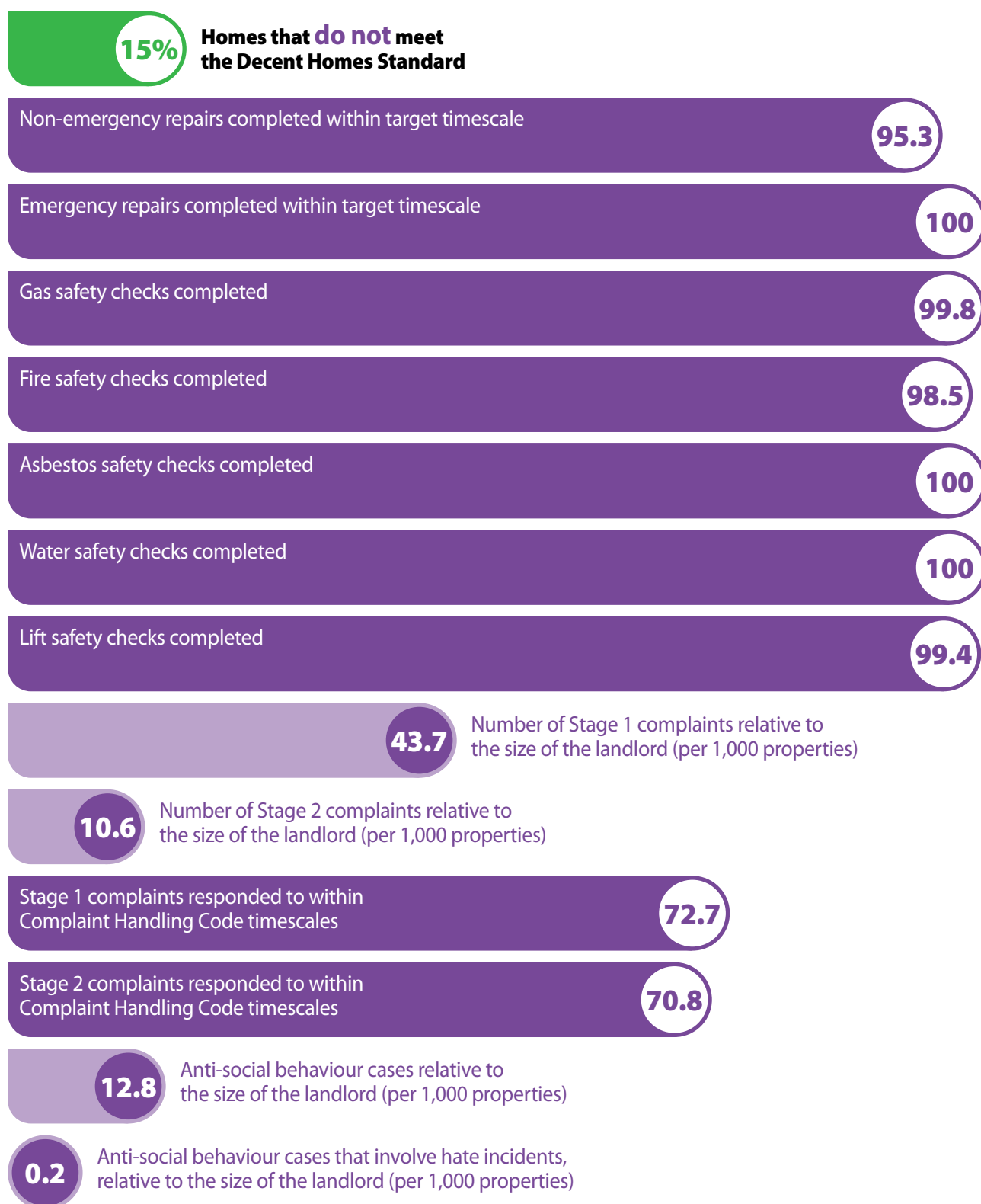


Tenant Satisfaction Measures

2023-24 continued

Management Information Measures

There are ten Management Information Measures across four areas. They are collected as landlord and management data.



Building Safety

Compliance with Building Safety

The Building Safety Act 2022 came into force on 1st April 2023 and introduced new duties for the management of fire and building safety in high-rise residential buildings. It is one of several pieces of legislation and guidance being implemented by the government to enhance building safety.

It focuses on the following key areas:

- The safety and standards of all buildings.
- Improving the competence of the people responsible for overseeing, managing, and delivering works to higher-risk buildings.
- Ensuring clearer standards and guidance for residents.
- Putting residents at the heart of a new system of building safety.



As landlord of several high-rise buildings, we are responsible for identifying safety risks, implementing measures to mitigate them, and documenting our actions to ensure resident safety.

As part of new building safety regulations, we wrote to all residents with information about what to do in the unlikely event of a fire.

The letters gave precise information about residents' homes and how to keep themselves and their families safe.

Fire door replacement programme

To ensure residents are safe in their home and that we, as a landlord, are compliant with building and fire safety legislation, we have embarked on a door replacement programme. All doors that do not meet the current specification need to be replaced.

From April 2023 we commenced a yearly inspection of all front entrance doors in flats where a fire rated door is required. This included all tenanted and leasehold properties and communal doors. It is essential that residents do not change any fire doors installed by the Council.

We replaced
462 doors
across the borough
(April 23-March 24)

Building Safety continued

Tenancy audits

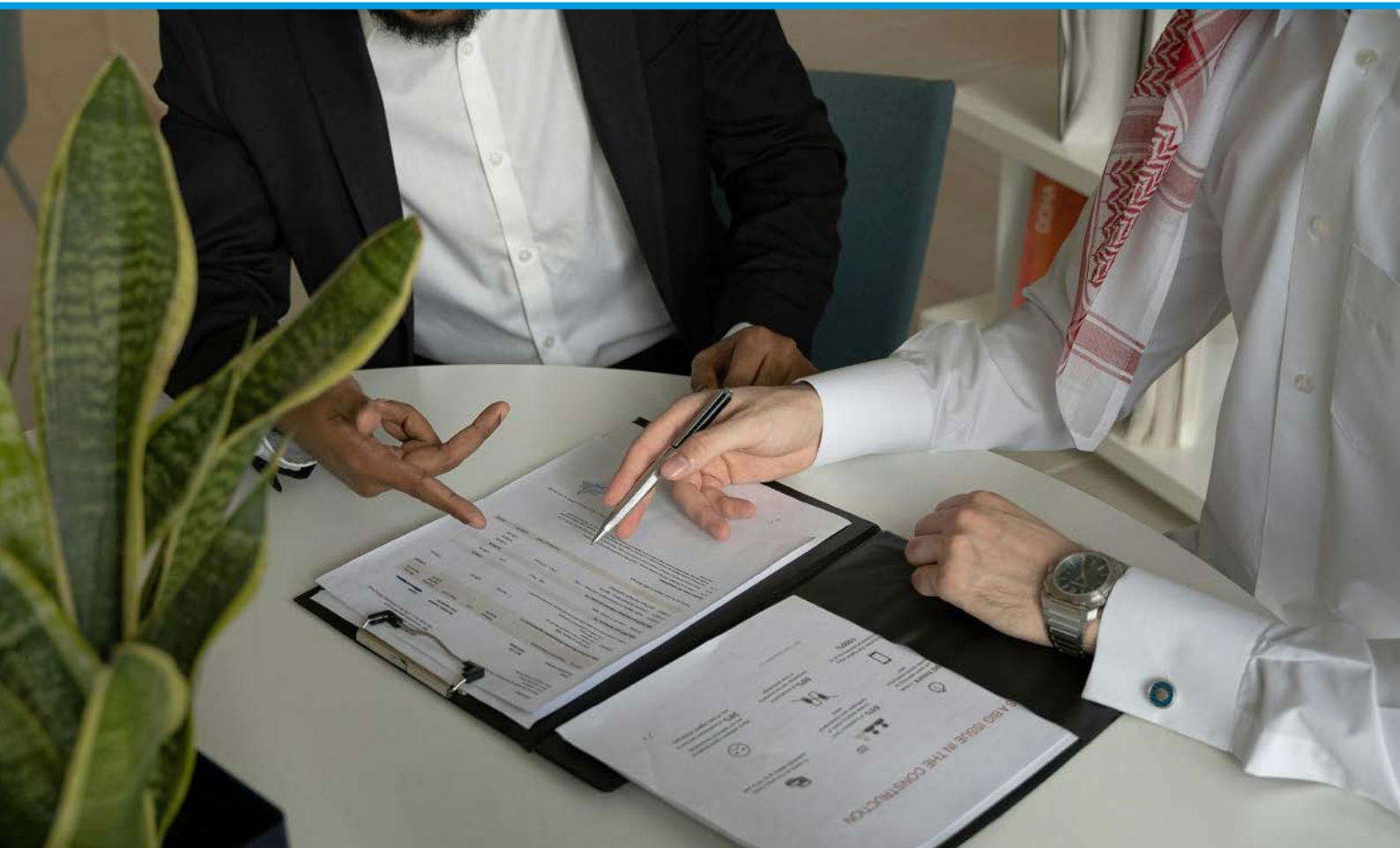
A tenancy audit is a survey that makes sure we have the correct details for you and your household. They are an important part of our safety checks which are repeated every two years to help us improve your homes, communal spaces and our services.

From April 2023 our Housing Management Team started to visit residents in their home to carry out tenancy audits, with residents in our high-rise buildings being visited first.

During the audit, your Housing Officer will:

- Review your identification.
- Check that we have your most up-to-date contact details.
- Check the maintenance and condition of your home.
- Check for overoccupancy or underoccupancy.
- Signpost you to other services you might need.
- Check to see if you need support in the event of an emergency.

We carried out
1,128
tenancy audits
in 2023-24



Damp and Mould



We have adopted a **zero tolerance approach to damp and mould**, and condensation, supported by a new procedure that outlines our strategy and commitment. Our aim is for every tenant to understand how to prevent these issues and to trust the council to address them promptly. The procedure includes staff training, qualified contractors, data driven identification of at risk homes, and collaboration across teams to support tenants.

Environmental Services

Caretaking Services

Our team of 43 caretakers clean internal and external areas of over 600 blocks every week. They also clean areas such as lifts and busy entrance halls more frequently.

Key facts

- The service removes litter, rubbish, sweeps car parks and service roads of over 190 open communal spaces on estates, this includes removing fire hazards from communal areas.
- Every year we remove over 550-600 tonnes of mainly furniture dumped by residents on estates and clears fly-tipped rubbish; most of this material is recycled.
- Services are inspected regularly by officers and judged by standards that were drawn up and agreed by residents.

Grounds Maintenance

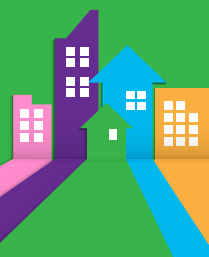
This service was brought in house in 2018. The team consists of 10 operatives and two supervisors.

Key facts

- During the period from March to October they cut the grass 5-6 times; each cut totals 329,000 meters.
- During the winter months the staff prune over 20,000 square meters of shrubs and other vegetation.
- The team are supported by our Trees team who inspect trees in our communal areas and arrange works as necessary.



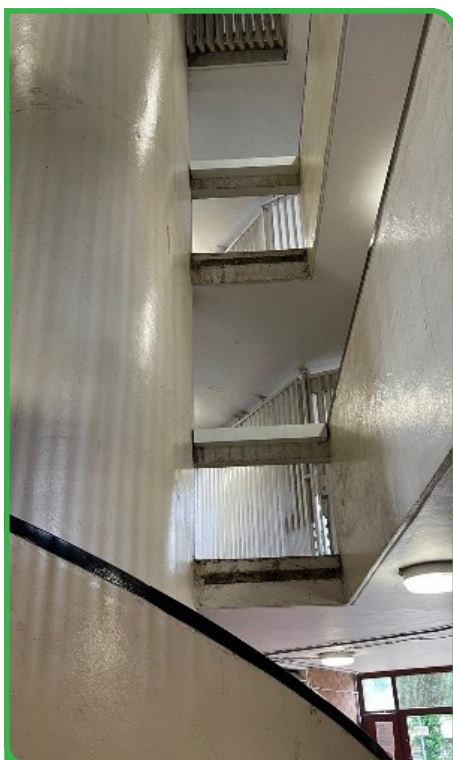
Estate Improvements



After listening to residents and their feedback, using our annual budget of £300k we made improvements across the following areas. Installing entryphone systems, security gates, bollards and knee rails to protect grass areas, lighting improvements, CCTV cameras, refuse improvements and play equipment.

Here are some examples of improvements works completed this year:

Buttsbury Road and Medway Close



We replaced timbers in the stairwell areas with metal railings.

Larchwood House

We installed new bollards to prevent parking on the green at Larchwood House and also a new car park barrier gate.



Resident Engagement

Engagement and Communication

As part of the new regulatory framework, **we're strengthening how we listen to our tenants**. Following Cabinet approval of our Resident Engagement Framework in January 2024, we're introducing new ways for residents to shape our housing services. These include quarterly local housing forums for face-to-face discussions with staff, and a new Resident Influence and Scrutiny Panel of volunteer tenants and leaseholders who will review our performance and hold us to account. We've also launched Resident Voice, an online platform where you can register to share your views on service areas that matter to you. We'll then invite you to take part in future engagement opportunities.

Residents' Conference 2023

We held our annual Residents' Conference for council tenants and leaseholders on Saturday 23 October 2023 at City Gates Church, Ilford. The event included presentations on the new regulatory framework for building safety and tenant satisfaction measures plus four interactive workshops on Environmental Services, Leaseholder Service Charges, The new Consumer Standards and performance information.

In response to resident feedback we will:

- In response to resident feedback to make it easier to contact our services we launched a new contact page on our Lets Talk Redbridge website [Housing - Who to Contact | Let's Talk Redbridge](#)
- We will be arranging two separate Tenants and Leaseholders conference in 2024.
- We are introducing quarterly Local Housing Forums in 2024.
- In response to feedback we have set up a Cost of Living Hub on our website [Cost of Living](#)
- In response to residents' consultation feedback we removed a long standing disused play area at Mount Pleasant estate, Ilford Lane, bringing a well received environmental improvement.



Providing New Homes in the Borough



New council homes

We are proud to be building new council homes for rent on existing council estates for residents on our Housing Register as part of our **Affordable Homes Programme**. This year we completed 6 homes at Norman Road, Ilford, comprising of a one-bedroom flat plus 2 x 2 bedroom flats and 3 x 3 bedroom flats.

We are working hard and are **on track to complete a further 170 homes by 2025**.

As part of their Social Value contribution, our Affordable Homes contractors, Equans and Hill sponsored trips to Southend during the summer holidays for residents affected by construction works at Suffolk Court, Heathcote and Glade plus Little Gearies and Budoch Court estates as part of their social value contribution. over 50 families enjoyed a day visiting Sea Life and Adventure Island.

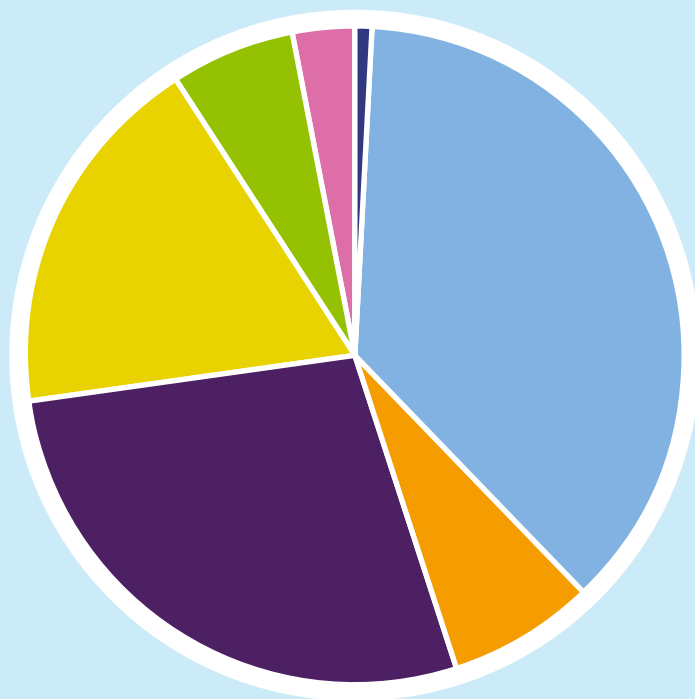
The Norman Road development in Ilford boasts six new affordable homes.



**Redbridge Affordable
Housing Programme**



How we spend your rent



How every £ of income is spent

- Transfer to reserves 1p
- Management expenses 37p
- Special services 7p
- Repairs and maintenance 28p
- Support to capital programme 18p
- Net borrowing charges 6p
- Other expenditure 3p

Management expenses

The running costs of our existing stock and creation of new homes

Special services

Expenditure for services recovered through tenants' and leaseholders' service charges

Repairs and maintenance

Work done to ensure homes and estates are safe and in good working order

Support to capital programme

Financing major items of expenditure in homes and on our estates

Net borrowing charges

Borrowing to invest in new and existing housing stock

Other expenditure

Includes insurance of homes and other charges

Transfer to reserves

Where income exceeds expenditure the balance is transferred for future use





Get in touch

If you have any questions or concerns or would like to receive this information in an alternative format contact your Housing Officer on 0208 518 2400 or housing.enquiries@redbridge.gov.uk

