

# ANNUAL REPORT

## 2021-2022



Welcome to the Housing Annual Report 2021-22 which sets out how well the council's Housing and Regeneration Department (HRD) has performed over the last year.

The start of the year was again dominated by the COVID-19 pandemic with the department focused on the wellbeing of our residents and on ensuring essential services were maintained.

As staff have returned to offices, frontline services have slowly returned to being delivered in-person. Receptions have opened up, visits have recommenced and our housing management division has been able to raise more repair orders, with new contractors having been procured. We have continued to engage with our communities, both in person and, where it benefits residents, online, recognising that this brings its own advantages. In 2022 we celebrate 50 years of resident engagement at Wandsworth and I am looking forward to us being able to mark this important milestone with in-person events.

We have remained committed to our pledge to tackle rough sleeping in the borough by extending our offer to accommodate and assist those sleeping rough, beyond the 'Everyone In' campaign.

We made progress towards our targets, including to deliver 1,000 new homes by 2027. The completion of Mitchell House and Sphere Walk meant a combined total of 117 homes becoming available, with most of the properties let to social housing tenants.

The department has been working hard to contribute to the council's goals to become a carbon neutral organisation by 2030 and zero carbon by 2050. During 2021-22 we created the Housing Green Agenda Steering Group to progress this work.

Fire safety remains one of our top priorities, and during 2021-22 we have worked in close collaboration with the government to ensure we are meeting the obligations as set out in the Fire Safety Act and the Building Safety Act, and we have made great strides towards ensuring all our blocks have received a new Fire Risk Assessment.

In July 2021 we achieved the Domestic Abuse Housing Alliance (DAHA) accreditation, demonstrating that as a department we have robust, effective policies and processes in place when supporting survivors of domestic abuse. We have established 21 Domestic Abuse Champions across our department to ensure service users get the appropriate support, while making improvements to our domestic abuse monitoring IT system and investing in hiring specialist staff to support survivors.

This Annual Report was produced in partnership with a residents' focus group and I'd like to sincerely thank all the participants for their valuable contributions.

To find out more about how you can get involved with matters affecting your housing or join your local residents' association visit: [www.wandsworth.gov.uk/getinvolvedhousing](http://www.wandsworth.gov.uk/getinvolvedhousing)

**Brian Reilly**  
Director of Housing and Regeneration

**The Annual Report tells you how well we have done in five key areas:**

- Home
- Neighbourhood and Community
- Tenancy
- Resident Involvement
- Value for Money

A traffic light system is used within the Annual Report to assess how well we have performed.



standard met



standard partially met, some work to do



work required to meet the standard

### Priorities for 2021-2022 were:

Undertaking a **stock condition survey**

**Improve the efficiency of housing estates** by continuing the move to LED lighting, delivering energy efficiency works to Longhedge Street properties through **grant funding** and by tackling fuel poverty.

Explore options to **install new technologies** to improve energy efficiency in council owned housing including bidding for funding where appropriate.

Deliver the **Wandsworth Decent Homes Plus programme** to improve Wandsworth's homes and estates.

**Progress** the regeneration work.

Continue the programme for **retrofitting sprinklers** in sheltered and hostel accommodation.

Begin a programme of **communal electrical testing and inspections**, prioritised towards blocks of 10 storeys and above.

Gain the **domestic abuse housing alliance accreditation** which recognises best practice in dealing with domestic abuse.

Complete a procurement exercise for **new fire risk assessments** for low rise blocks. Complete FRAs on all 146 high rise blocks.

Deliver the council **1,000 Homes Development Programme**. Meeting delivery plan forecasts by completing 93 units and commence works on 215 new homes. Progress designs on 150 new homes whose works are scheduled to begin in 2022/23.

Supported Housing Delivery – to complete delivery of **95 extra care homes** on two developments at St Johns Hill and Pocklington Court by the first quarter of 2022/23.

Work with partners, including developers registered providers and the planning service to enable the **delivery of 244 affordable homes in 2021/22**.

\*Council residents mean council tenants, council leaseholders and people living in properties managed by a Resident Management Organisation (RMO).  
\*\*Where available figures for the previous year 2020-21 are shown in brackets.

# Home

## We will

- Provide a value for money, timely and good quality repairs and maintenance service for residents and always ensure that necessary health and safety checks are undertaken
- Maintain all homes to the Decent Homes Standard\* as a minimum
- Undertake a programme of Decent Homes Plus\*\* work to improve blocks and estates
- Monitor and report our performance for emergency, urgent and routine repairs, and act where contractors do not meet standards set

## Quality of accommodation

- Meet the Decent Homes Standard and undertake a programme of Decent Homes Plus works.

### How have we met the standard?

- Continued to meet the **Decent Homes Standard** and **invested £17.992m (£20.199m)** to maintain the council's housing stock. Less was spent than the previous year due to difficulties in accessing homes for inspections and repairs caused by the pandemic; with restrictions now lifted, this is expected to rise for 2022-23.
- We undertook further **environmental improvements** to our estates at a cost of **£509,000 (£497,000)**. This included:
  - Completing refurbishment works on Doddington Square
  - Improvements on local playgrounds
  - Starting works at 2 sheltered accommodation schemes
  - Landscaping and additional planting
  - Paving works and a new water feature
- **Started 54 (38) major works projects** including roof renewals, window renewals and external decoration schemes.



\*The Decent Homes Standard is set by the Government and outlines specific criteria that social housing must meet to be considered decent. For more information [www.gov.uk](http://www.gov.uk) (search Decent Homes).

\*\*Decent Homes Plus Standard is Wandsworth Council's own higher standard based on Government guidelines.



- The Department established the **Housing Green Agenda Steering Group**. This brings together colleagues to drive forward the significant changes needed to deliver the objectives of the **Wandsworth Environmental and Sustainability Strategy**.
- We reviewed our existing policies and procedures around **communal heating systems** in blocks to ensure that when existing systems are due for renewal, consideration is first given to how these can be **replaced with sustainable solutions** wherever viable.
- **Green Homes Grant funding** has been used to complete energy efficiency works at Longhedge Street, SW11, with more works planned to tenanted houses.
- We successfully bid for inclusion on the **BEIS Technical Assistance Pilot**. This provided specialist consultancy services free of charge to develop a strategy for retrofitting our housing stock to improve the energy efficiency, ultimately improving conditions for residents and contributing to the council's sustainability objectives.



## Repairs and maintenance

- Provide an efficient and cost effective repairs service, which gets the job done right the first time.
- Carry out health and safety checks.

### How have we met the standard?

- **£29.3 (£25.9m)** spent on planned and responsive repairs.
- **74% (86%) of repairs** were **completed within target time**. Repairs performance has been impacted by supply chain and labour issues resulting from the pandemic. New contracts have been tendered and we are continuing to work closely with the contractors to improve performance.
- **The ongoing repairs satisfaction survey** has now been running for over a year which is allowing us to collate real-time satisfaction data.
- Carried out **annual gas servicing in 99.25% (99.22%)** of tenanted properties that have gas appliances.
- A **cleaning contract** was put in place in April 2020, with contractor performance being measured via inspections from estate service officers who use the approved guidelines as set out in the HouseMark Caretaking and Cleaning Standards. Contractors are graded on a scale of A-D, with the expectation that 90% of inspections will receive a grade B or above. During 2021-22 **97.3%** of inspections were graded B or above.
- We have **procured a new contract** which will enable the council to periodically test the electrics in our tenanted units and communal spaces.
- In August 2021 a programme of **communal electrical testing** and inspections began; this will inform electrical improvement works to blocks.
- We continue to work closely with the Government to implement the requirements outlined in new legislation, namely the **Fire Safety Act and Building Safety Act**, which aims to ensure landlords are keeping their buildings safe from fire.
- A project is underway to install **new wayfinding signage** in all our high rise blocks and to support the Fire and Rescue Service in the event a rescue is required.



Knowles House and Albon House



James Searles Lodge Sheltered Scheme



Residents consultation about Harbridge Square

- **Retrofitting of sprinklers** in sheltered housing schemes is progressing well and we are now in Phase 2. Key achievements are:
  - Fire sprinklers at Kirton Lodge, Doris Emmerton, Carnie Lodge, Edwyn Trayfoot and Homeleigh Court are ready to go live
  - Ripplington Court and Hepplestone Close are nearing completion.
- Since the housing compliance team was established, programmes to complete new Fire Risk Assessments (FRAs) were initiated to ensure all blocks receive an FRA. We have completed **new FRAs for all 146 high rise blocks** and hostel accommodation and have begun works to review all FRAs for low rise blocks..
- As well as new FRAs for all our blocks, **quarterly health and safety inspections** continue to be carried out by our estate services team.
- A **stock condition survey was commissioned**, and the results will allow us to identify potential opportunities for energy efficiency improvements and to ensure we meet our Decent Homes Plus standard.

# Neighbourhood and community

## We will

- Work with partners to prevent and tackle anti-social behaviour
- Work with residents to improve local facilities and the environment
- Respond to emergencies in a timely manner and work to keep our estates clean and safe



## Tackling anti-social behaviour and crime

- Work with other services and the police to prevent and tackle anti-social behaviour (ASB).
- Take action against offenders and tell residents about outcomes.

### How have we met the standard?

- A review into the [council's ASB policy statement](#) begun and will be completed and published by Autumn 2022.
- Served **5 (17) Notices of Seeking Possession** (NOSP) for ASB; the low number is largely due to the COVID-19 restrictions on seeking possession.
- During 2020-21, all **evictions were suspended** due to the measures set by the Coronavirus Act 2020. However, throughout 2021-22, eviction proceedings started to increase in-line with the easing of legislative restrictions, and there have been **2 evictions** due to ASB.
- The council has re-instated applications for possession orders to take action against repeat offenders of ASB, with **3 possession orders** granted to the council during 2021-22.
- Following the initial response, **83% (84%) of noise complaints** were followed up within five days. Improvements have been made to the way noise complaints are recorded and monitored.
- Continued to **attend regular meetings with local Safety Neighbourhood Teams** and took action where required.



Outdoor playtime

**939** Dog related incidents were responded to by the animal welfare **team**

**57** stray dogs handled

**24** micro chips implanted

**24** prosecutions | **4** cases pending  
**100%** success rate

**270** micro-chipping enforcement notices issued  
**260** complying  
**10** prosecuted

**329** verbal warnings to dog owners who broke byelaws



Arnal House

# Neighbourhood management



- **Ensure estates are maintained to a good standard and improved where possible.**
- **Respond to emergencies in target times.**
- **Work with other services and the police to keep your communities and estates clean and safe.**

## How have we met the standard?

- There were **45,755 (37,220) calls to the Joint Control Centre (JCC)** which required further action during 2021-22.
- **99.7% (99.6%)** of emergency calls\* to the JCC were responded to within 30 minutes.
- Removed **30,688 square metres (29,235 msq) of graffiti** at a cost of **£220,033 (£203,654)**.
- **100% (97.87%)** of graffiti was removed within target time.
- We provided funding for the local **Safer Neighbourhood Team** to visit Goulden House estate to carry out **bike marking** for estate residents living in the area, and we continue to work with the Met Police Officers and Police Community Support officers in crime prevention measures.
- Allocated **£247,500 (£257,243)** to the small improvement budget for residents' associations (RAs) to fund community projects. This year these have included:
  - Wendelsworth and Keevil Drive – bike shelters
  - Bisle House – picnic benches
  - Fitzhugh Grove – communal garden creation
  - Lochinvar Estate – ASB deterrent stud installation
- Planning consents was given to build **34 new council homes** at Alders Estate and **14 new council homes** at Putney value, with works due to start on site during 2022-23. We continue to explore opportunities for development across many of our existing plots of land.



Sown from Home at the Savona Estate

- The installation of **high-speed broadband** has advanced; CFL have now upgraded **27,491 (27,453)** council owned properties, with **77.28% (77%)** of the council stock now having access to full fibre broadband.
- The **regeneration schemes** on the Alton Estate (Roehampton) and the Winstanley and York Road Estates (Latchmere) continue to progress.

## Alton Regeneration

- The development at McKinney House on Bessborough Road is complete, delivering **10 new homes**, 6 of which are council homes with 5 households having already moved in.
- The Mayor of Wandsworth issued **stage 2 approval** in January 2022 for the Alton regeneration scheme, which will include **1,100 new homes**, 28% of which will be affordable housing with all existing social rent homes replaced. In addition, over **103** council homes will be delivered.
- **Key features** of the regeneration project will include a new village square with a health centre, library, community hall, including a new children's centre and nursery, and an improved public open space and play area.
- Our **Community Engagement Action plan** was revised in November 2022 and our Community Engagement and Cultural Coordinator has been in post since March 2021.

## Winstanley and York Road

- **First phase** of the regeneration scheme is complete, with tenants having moved into the **46 new council comes** at Mitchell House.
- **71 residential homes** are now complete at Sphere Road, with some of the properties already let to social housing tenants.
- The Battersea Baptist Chapel and Thames Christian School have been relocated to make way for the next stage in the regeneration project.
- The next phase of the regeneration scheme has started with building works initiated on **126 brand new council homes**.

\*Emergency calls include lift trappings, fire related incidents and dangerous structures.

## Self-build programme progression

**75** new homes  
completed  
in 2021-22

**148** further homes  
are under  
construction  
**59** are due to be completed  
in 2022-23

a further  
**110** have had or  
are due to have  
planning applications  
submitted for 2022-23

**150**  
have secured  
planning  
consent



## Local area co-operation

- **Work with residents to improve local facilities and the environment.**
- **Work with other agencies and residents to protect them from risk and prevent harm to children, young people and vulnerable adults.**
- **Work to achieve wider borough objectives including improving employment opportunities and prospects.**

### How have we met the standard?

- Following a two-year project, the department has been awarded the **Domestic Abuse Housing Alliance (DAHA)** accreditation Chartermark, recognising its **comprehensive and robust response to domestic abuse** ensuring that clients' safety is at the heart of our decision making.
- The department continues to support the **Children's Services Multi-Agency Safeguarding Hub (MASH)** and a new Housing MASH Officer will soon be recruited; this will further strengthen our joint working to **improve the safety of children** in the Borough.
- To ensure we are doing our absolute best to **support homeless domestic abuse survivors**, a new post was created of **Domestic Abuse Accommodation Coordinator** who will be working with our homeless and allocation teams.
- The department continues to have representation on the **Multi-Agency Risk Assessment Conference (MARAC)** every four weeks to discuss the highest risk domestic abuse cases in the borough.
- Our **safeguarding procedures continue to be reviewed** annually and we carry out an annual audit of working arrangements to ensure staff understand their safeguarding responsibilities.
- **163 staff** received training in how to recognise and respond to domestic abuse.
- The department now has **21 (18) Domestic Abuse Champions** across all our teams who will ensure that an excellent service is given to those fleeing or seeking assistance for domestic abuse.
- The **£393,00 programme** on Doddington Square to **improve the garden** for the residents and create an area where people can be proud to live and work is in the final stages of completion.
- A consultation was held with the residents of **Harbridge Avenue** which resulted in a seed bomb planting workshop, a mini makeover of the playground area and new planters installed.
- **3259 (970) new LED lights** were installed across nine estates.
- We continue to work with **Wandsworth Workmatch** to provide training and employability support. In total, **235** residents secured employment via Workmatch (**38** of whom were from the Winstanley and York Road estate) with Workmatch having engaged **482** residents, providing training to **306** of these.



Community gardening

# Tenancy

## We will

- Make the best use of the available housing stock
- Be clear with residents about how properties are allocated
- Provide support to residents to enable them to maintain their tenancy

## Allocations

- Provide information on how we allocate properties and how to apply for housing.
- Make sure we are making the best use of the housing available to meet a range of housing needs.

### How have we met the standard?

- Housed **845 (956)** households in 2021-22 which is lower than the forecast target of **1,097 (975)**.
- Received **2,117 (2,236) online housing applications** this year, which equates to **77.4% (79.3%)** of all applications received.
- **304 (286) vulnerable families** had their homelessness prevented by our teams through provision of privately rented accommodation; this is lower than the target of **370**.
- It took an average of **25.32 (33.55) days to re-let a property**; this is a decrease on last year with the Department achieving the lowest turnaround times since 2016-17 during 2021-22.
- Moved **39 (28) under-occupying households** to smaller more suitable accommodation; an increase from last year, this frees up much needed larger homes for families in the borough.
- The number of households in **temporary accommodation (TA)** rose to **3,196 (2,525)** which is slightly higher than the forecast of **3,163 (2,810)**.
- **2.72% (3.65%) of households** in TA are in Bed & Breakfast. This is an improvement since last year and lower than the council forecast of **6%**, with the department working hard to provide self-contained accommodation and only use B&Bs where this is unavailable.
- We continued to focus on **supporting rough sleepers** to leave the streets by accommodating **207 (300)**, with **148 (143)** currently in TA and **245 (97)** now permanently rehoused.
- **186 (189) tenants** were helped by the tenancy support team during 2021-22; this included support to reduce arrears by **£76,995.94 (£54,355)**.

## Rents

- Provide an efficient, effective and responsive rent collection service.
- Review rents and service charges each year and provide information on how we calculate them.

### How have we met the standard?

- At the end of the year, **total rent arrears** were **£7.47m (£7.46m)**. This equates to **5.89% (5.85%)** of the total rent collected. As with last year, this increase is partly attributed to the financial hardship brought on by the pandemic, and we will work via our financial inclusion, tenancy support and rent collection teams to assist tenants where possible to clear debts and manage finances.
- The percentage of tenants with more than seven weeks worth of arrears has decreased from **12%** last year to **10.64%**.
- For those tenants who need assistance, the financial inclusion team provide **free benefit advice, debt management intervention and help with budgeting, assisting 519 (675) tenants** during 2021-22. The team also run monthly virtual Introductory Tenancy Support advice sessions, attended by **183 (93) tenants** and dealt with 117 notifications of households who entered Breathing Space, a national debt respite scheme.
- To help struggling households, it was decided **rent increases would be frozen from April 2022**, benefiting our 17,000 council tenants.

## Tenure

- Provide either introductory, flexible fixed term or secure tenancies.
- Give new residents a copy of their tenancy or lease agreements and explain the content.
- Check our homes are occupied legally and take action where they are not.

### How have we met the standard?

- All tenants received a **written tenancy agreement** which is explained to them at the time of signing.
- Since the easing of lockdown restrictions during 2021-22, estate managers have completed **76 occupancy checks**.
- **28 (27) illegally occupied properties** were recovered by the council in partnership with the South West London Fraud Partnership.
- **494 (326) flexible fixed term reviews** were carried out during 2021-22.

# Resident involvement

## We will

- Involve residents in decision-making processes over issues that affect them
- Support the development of accredited residents' associations
- Provide residents with a variety of methods to tell us what they think of the services
- Learn from complaints and make use of them to improve services

## Understanding more and responding to diverse needs

- Treat residents with fairness and respect.
- Make sure services meet a range of needs and are easily accessible to all residents.

### How have we met the standard?

- The last two years have been difficult for residents and we have been working hard to ensure residents have access to **physical and emotional support**. As an example, a new clubroom at Rambler Close has been created and is now accessible for residents to increase socialisation.
- The department has been working with the charity Age UK on the **Digipals scheme**, which involved Age UK visiting residents at James Searles Lodge to improve their IT skills to allow them to access online shopping, entertainment, and information.
- **Refurbishment** at the sheltered residence of Kirton Lodge has been completed, which included new kitchens and a revamped reception area.
- **818 (2,249)** residents use **WATCH Lifeline** service which helps older residents and those with disabilities to remain independent in their homes. **307 (82) new users** signed up to the service in 2021/22.
- There were **371 (324) Telecare users** at the end of 2021/22. Telecare provides a range of sophisticated sensors and alarms to help residents remain independent.
- The number of **'Stay Put Stay Safe'** (SPSS) applicants assisted during the year was **70 (46)**, despite lockdown restrictions we continue to support survivors of domestic abuse to make their homes safe through our sanctuary scheme.
- The council work in partnership with **House Exchange**, a website which helps council residents across the UK find someone to swap homes with. Tenants can register for free with House Exchange\*.
- We continue our partnership with Chelsea Football Club with the **Chelsea Kicks programme**, paying **£20,000** a year in contributions. The programme conducts projects

across our estates to young residents. This year physical sessions were reinstated with a total of **538 (506)** young residents aged 8 to 18 participating during 2021-22.

- **30 young people** aged 13 to 15 from Wandsworth attended a CFC special Kicks session. During the day they participated in workshops on CV writing, discrimination in football, youth crime, exam strategies and coping with stress, delivered by the foundation's educational department, the charity MIND, and the Metropolitan Police
- **Young Wandsworth residents** also had the opportunity to enter friendly competitions via the CFC Kicks programme, with the Ashburton under 17 team winning an invitational tournament hosted by the Palace for Life Foundation (Crystal Palace FC).
- To **diversify the locations of special events**, a Christmas market was setup for the first time in Roehampton, allowing residents local access to stalls, live music and a grotto.
- **Equalities data** is analysed and published on the council's website to ensure services are accessible to all residents. The council also completes Equality Impact Need Assessments (EINAs) for all policy statements to ensure we are serving all members of the community fairly.

**2** fully accessible council homes were completed during 2021-22

work has begun on **4 more**

**15** people requiring adapted housing were allocated accessible homes

**8** new supported housing units are now underway at Colson Way

we now have **3** housing occupational therapists within the department

working to ensure properties are accessible and adapted to the needs of our residents

**242** disability adaptations were completed

to enable people to remain independent in their home

**2** extra care schemes

for frail and elderly residents have progressed in 2021-22



Christmas market

\*[www.houseexchange.org.uk](http://www.houseexchange.org.uk)



## Involvement

- Encourage resident involvement.
- Inform residents about services and give them the opportunity to check and challenge how well the housing service is doing.

### How have we met the standard?

- Supported **37 (40)** accredited **Resident Associations** in the Borough; our RPOs continue to work with **18 associate RAs** who hope to gain their accredited status soon.
- **3 Residents Focus Groups** were held this year, 2 of which were held in person for tenants and leaseholders to provide further feedback following the perception satisfaction surveys.
- **Area Housing Panels** were carried out on schedule via a virtual platform and they have returned to being held face to face since July 2022.
- There are **18 (14) Housing Community Champions**. These are resident volunteers who have been recognised for the community work they do on their estates. We support them to continue their work and provide funding.
- **Social inclusion schemes** continue to be delivered across the borough, including gardening projects involving all members of the community.
- Residents have been encouraged to keep fit and healthy through the run, walk and scoot **mini marathon around the Alton estate**, allowing residents to have the opportunity to exercise and socialise with their neighbours.

- Overall **tenant satisfaction is 59% (64%)** and **48% (54%)** for leaseholders. The council will always strive to provide the best service to the residents of our borough, and we welcome your views and comments with how we can improve.
- We also carried out a **perceptions survey** which found that **73% (71%)** of tenants and **70% (76%)** of leaseholders are satisfied with their neighbourhoods as a place to live.



Run, walk and scoot mini marathon

## Customer service, choice and complaints



- Give residents good quality, up to date information.
- Make sure residents know how to complain.
- Learn from comments and complaints.

### How have we met the standard?

- We have kept residents up to date through letters, webpage updates and special editions of the **Homelife newsletter**.
- We have had a decrease in the number of complaints, dealing with **277 (299) complaints** (both housing service and contractor).
- A **new two stage complaints system** was introduced during 2021-22 to make the process fairer and to enable us to respond faster to complaints.
- Complaint response times have improved with **64.23%** of all complaints responded to within target time.
- **70.07% (62.58%)** of complaints were dealt with at stage one of the complaints procedure.
- We have contributed to the **consultation on tenancy satisfaction measures** and continue to work to ensure we are meeting the requirements of the Social Housing White Paper.
- We continue to work with our co-ops to amend their **management agreements** with a new complaints process.

### We conducted a survey with residents

**76%** of leaseholders found it easy to use our **online services**

**72%** of tenants are satisfied with the repairs service

**60%** of tenants are satisfied with the running of the local area

**61%** of leaseholders are satisfied with the overall quality of their home

**69%** of tenants are satisfied

Wandsworth Council provides a home that is **safe and secure**



Residents being creative

# Value for money

## We will

- Provide frontline services in the most cost effective manner
- Take action to prevent fraudulent use of council owned and managed properties
- Monitor the use of services to ensure they are fully utilised and they are providing value for money



## Value for money

- Consult residents on major works projects and inform them of smaller works, which do not require statutory consultation.
- Aim to achieve value for money by tendering services where, for example, contracts have come to an end.
- Each year look at our 30 year business plan to check it remains financially viable.



Spice of Life Event in Sheltered Housing



Planting seed bombs in Harbridge Avenue

## How have we met the standard?

- Continued to effectively manage the **Housing Revenue Account** (HRA) and the 30-year business plan remains viable. Within this plan there are balances available to deal with emergencies.
- Balances have reduced by **£16.015m** to **£282.832m**. This is expected as we have a significant programme of site development and estate regeneration underway.
- The council consulted on all major works and external redecoration schemes, we served:
  - **1,164 (1,867)** Notices of Intention\*; and
  - **2,117 (1,450)** Section 20 Notices\* on leaseholders.
- The average weekly management cost during the year was **£19.31 (£20.58)**.
- The average weekly maintenance cost was **£34.07 (£32.46)**.
- Average weekly rent was **£132.76** compared to **£126.32** last year.

\* These are a statutory requirement to consult leaseholders on schemes of major works costing more than £250 per leaseholder.



Craft time

# Priorities for 2022-2023

Conclude the **stock condition survey** and use the results to improve the data held on the council's housing stock and ensure that improvements works are targeted appropriately.

Use available funding to **improve the energy efficiency of the council's housing**. Install cavity wall insulation using ECO 3 funding and explore ECO 4 funding and other funds. Continue the move to LED lighting across estates.

Carry out a **pilot of electric vehicle charging points** at the Fitzhugh estates. Assess usage to consider where further charging points should be installed.

Produce an **energy strategy** for each new housing development **to assess the benefits and viability of green technologies** as part of the drive to exceed Wandsworth's 35% CO2 reduction requirements on the council's 1000 homes programme.

Through a series of **resident working groups** and in consultation with the Area Housing Panels, review the housing service standards.

**Review service charge and major works bills** arrangements to ensure that leaseholders are given as much support as possible to pay these costs. This will include considering offering extended repayment periods for high bills.

Conduct a full review of the monitoring of our **repair and cleaning contracts** and implement any necessary improvements.

**Review our approach to consultation and engagement** for regeneration projects, ensuring that the voice of local residents is central to decisions made.

Reduce the number of households in **temporary accommodation**. Recruit to 23 additional posts within Housing Services to tackle this.

Continue to **expand services to tackle rough sleeping**, using government funding secured.

To **implement the changes** required within the new Building Safety Act and Fire Safety Regulations.

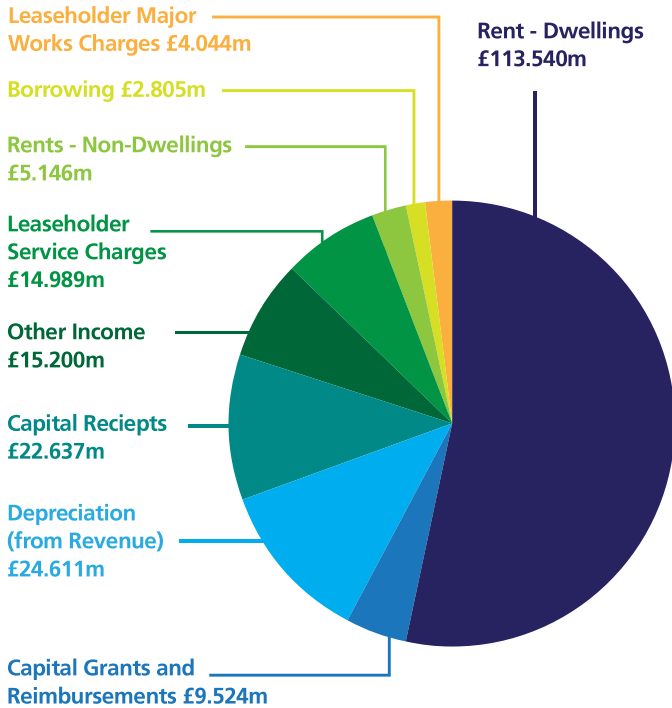
Deliver a programme of **electrical testing in communal areas and tenanted properties** and to fit integrated fire alarms in all acquired blocks.

To continue to progress the **retrofit programme for sprinklers** in sheltered and hostel accommodation.

\* Specialist Services include cleaning, electricity, heating and hot water.

## Housing revenue account 2021/22

Income total **£212.496m** (£237.191m)



## Housing revenue account 2021/22

Expenditure total **£228.511m** (£248.468m)

