

Housing Annual Report 2024-2025

Introduction from Lisa Keating, Director of Housing

I am pleased to introduce our Housing Annual Report for 2024-2025. This year has been one of significant change as we prepared for the new national Consumer Standards, strengthened our approach to resident involvement, and focused on improving the safety and quality of our homes.

Since joining Slough in summer 2024, I have seen the commitment of our teams to delivering better services and building trust with residents. This report provides clear information about what we have achieved, where we have fallen short, and how we will improve.

1 Listening to residents

Resident Involvement

- We launched our three year Resident Involvement Strategy (2024-2027).
- A Resident Involvement and Participation Manager joined in January 2024.
- Recruitment delays slowed progress on the first year action plan.
- All housing staff attended TPAS training on involvement, customer experience and the new Consumer Standards.
- Senior managers now attend Resident Board meetings to share performance and improvement plans.



Tenant Satisfaction Measures (TSMs)

- Surveys took place in October-November 2024.
- Results remain in the lower quartile nationally, though there were small improvements in repairs and listening to residents.
- The results show the need for continued and focused improvement.



2 Communicating with residents

Customer Contact

9,698

Housing calls with 79% answered and an average wait of 6 minutes 57 seconds



Enquiry response times reduced from 10 days to 5 days

139,086
total contacts to Customer Services

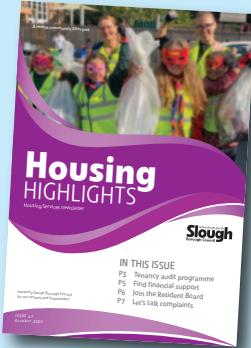


New 15 and 30 minute appointment slots introduced for residents needing additional support



Housing Highlights Newsletter

- Published quarterly online and delivered in hard copy to residents who need it.
- Our email database of residents continues to grow.





Improving homes and keeping residents safe



Major works

£12 million

invested in improvements including roofs, windows, doors, kitchens, bathrooms, boilers and solar panels



Darvills Lane:
full refurbishment completed

4 Repairs and maintenance

Repairs performance

22,294

repairs completed



£16.5m

of planned maintenance delivered



100%
gas safety compliance



85%
customer satisfaction



Average completion time for non urgent repairs:

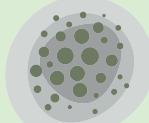
23 days

Challenges

- Recruitment and retention of skilled trades.
- High demand for plumbing and electrical repairs.
- Voids performance affected by staffing changes.

Damp and mould

- A dedicated contractor team was created to respond to damp and mould.
- Humidity sensors installed in several homes.
- Joint advice sessions held with NHS partners for families with young children.



Building safety



- High rise blocks (Broom and Poplar) brought up to compliance under the Building Safety Act.
- Thousands of safety checks completed across gas, electrics, fire safety, lifts, water safety and asbestos.

5 Allocations and Lettings

355 total lets

(including homeless households, transfers and private sector lets)



Housing register backlog reduced by
40%



6 Home ownership



- Processed more than 300 Right to Buy (following RTB discount reductions on 21 November 2024).
- Improved efficiency, streamlined processes, and faster access to leaseholder information.
- Introduced flexible payment options: direct debit, online, and telephone.
- Issuing Section 20 consultations.
- Strengthening arrears recovery processes.



8 Tackling fraud



- Two Tenancy Investigation Officers recruited.
- Focus on illegal subletting, false applications, abandonment and fraudulent Right to Buy claims.

6

7 Anti Social Behaviour (ASB)

Key actions



Clear, Hold, Build initiative launched in Langley, named Safer Langley

Strong partnership working with police, NHS and community groups

Enforcement this year included:

- 36** Community Protection Notice (CPN) warnings
- 7** full CPNs
- 5** Closure Orders
- 2** Civil Injunctions
- 1** Criminal Behaviour Order
- 1** PSPO for street drinking



9 Supporting vulnerable residents

- Support included benefits, budgeting, grants, adaptations and referrals.
- Focus on building trust and helping residents make long term positive changes.



118 tenants

supported by Tenancy Sustainment Officers



10

Housing Management



Estate Management



631

estate inspections completed; 91% rated "good"



Tenancy audits introduced to confirm occupancy and identify support needs.

Voids

- Backlog reduced from 153 to 96 empty homes.
- More properties made ready to let.



11

Homelessness



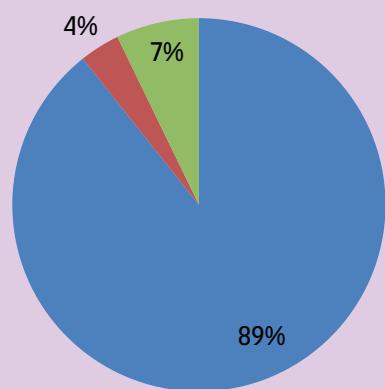
171

preventions achieved (a 43.7% increase)

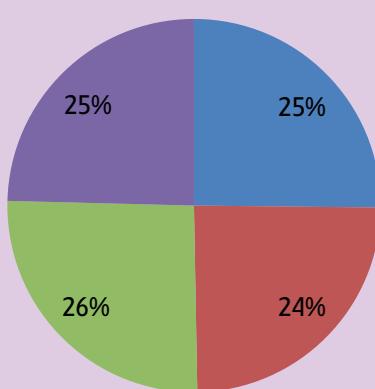
Pressures include cost of living, lack of affordable homes and staffing shortages

Repairs and Maintenance and Housing Revenue Account Budget

Income



Expenditure



■ Dwelling Rents

■ Garage Rents

■ Service Charges

■ Debt Charges

■ Major Works

■ Management

■ Repairs

Conclusion

This has been a year of progress, but also a year that has highlighted where we must do better. The new Consumer Standards set clear expectations for safety, quality, transparency and resident involvement. Our Tenant Satisfaction Measures, complaints, inspections and resident feedback show that we still have work to do to meet those expectations consistently.

We are committed to making the necessary improvements. We will continue to strengthen our systems, invest in our homes, improve communication, and build a stronger culture of involvement across housing. Most importantly, we will ensure residents have more opportunities to influence decisions and challenge us where services are not meeting the standard they should.

We are fully up to the challenge. With clear plans, dedicated staff and a renewed focus on accountability, we will continue working to deliver the safe, high quality and transparent housing service that residents in Slough deserve.