




London Borough
of Hounslow

Housing End of Year Report

2024-25



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1. Welcome and introduction

Councillor Sue Sampson, Portfolio holder for Housing Management and Homelessness

We're excited to share what we've been up to over the past year (2024/25), celebrate some of the progress we've made together, and talk about what's coming next.

We know times are still tough for many. Even though inflation is slowing down, the cost of food, energy, and housing is still high and that can take a toll. If you're feeling the pressure, please don't hesitate to reach out.

You can:

- **Visit our website** to explore housing information and submit an enquiry through our online housing form [https://my.hounslow.gov.uk/service/Housing_enquiries_and_repairs].
- **Call our Customer Service Centre on 020 8583 4000**, Monday to Friday, 9am–5pm. For urgent issues outside these hours, call 020 8583 2222.
- **Attend an estate surgery or hub session** to speak with a member of our housing management team or other support services.

Full details, including locations and times, are available here [<https://www.hounslow.gov.uk/council-tenants/meet-housing-management-team-estate-surgeries>].

Whatever your situation, please know that support is available, and we encourage you to reach out.

On a brighter note, we're really pleased with the results from our latest Tenant Satisfaction Measures (TSM). Many of you told us you feel supported and happy with the services we provide which means a lot to us. But we're not stopping there. We know there's always more we can do, and we're committed to working with you to keep improving and making sure your voice is heard.

With best regards,

Councillor Sue Sampson



2. Our priorities for the year ahead

From April 2024, the Regulator of Social Housing introduced four new Consumer Standards that all social landlords must meet.



This year, we're focused on strengthening how we deliver our services, by listening to your feedback, reviewing what we do, and working together to build a housing service that's safer, fairer, and shaped by our community.

You can read more about the standards here [<https://www.gov.uk/government/collections/regulatory-standards-for-landlords>].

These changes are designed to strengthen your rights and ensure you receive the service and support you deserve.

Here's what they mean for you:

A Safe, Quality Home

You have every right to feel safe and comfortable where you live. We're committed to keeping your home in good condition, carrying out repairs properly, and making sure everything meets the right standards.

Being Heard and Respected

Your voice matters. We're expected to be open with you, to listen, and to involve you in decisions that affect your home and community.

Fair and Clear Tenancy Management

Your tenancy should be managed with fairness and transparency. We'll make sure the process of letting homes is clear, support you to stay in your home, and be there if your circumstances change.

A Neighbourhood You're Proud Of

We want your area to be a place you enjoy living in. That means working with local partners to keep it clean, safe, and welcoming and supporting a strong sense of community.

3. Equality, Diversity and Inclusion

At Hounslow Council, we're committed to creating a borough where everyone feels respected, represented, and empowered.

Our "A Fairer, More Equal Hounslow" strategy is built around three key pillars:

Equality by Place:



Tackling inequality in specific neighbourhoods and communities.

Equality by Groups:



Addressing the needs of groups who experience persistent disadvantage.

Equality by Employer:



Ensuring our workforce reflects the diversity of our borough and is inclusive at every level.

As part of our commitment to inclusive services, we may ask you to complete our **Equalities Monitoring Form** during a visit to your property. We strongly encourage you to take part. Your responses help us better understand the needs of our tenants and ensure our services are fair, accessible and responsive to everyone in our community.

4. Tenant Satisfaction Measures

Each year, we ask for your views to help shape our services.

The Tenant Satisfaction Measures (TSMs), introduced nationally in April 2023, help track how well social landlords like us are doing.



This year's results show encouraging progress. Many of you are happy with your home, our repairs service, and how we handle your concerns.

We're proud of the progress, but we're not stopping here. Your feedback is driving real improvements, and we're committed to doing even better.

The results of our tenant satisfaction survey can be found here [\[https://www.hounslow.gov.uk/council-tenants/measure-tenant-satisfaction/3\]](https://www.hounslow.gov.uk/council-tenants/measure-tenant-satisfaction/3).

You can see how Hounslow Council compares to other social housing providers by reading the Regulator of Social Housing's report here [\[https://www.gov.uk/government/collections/tenant-satisfaction-measures#tenant-satisfaction-measures-2023-24\]](https://www.gov.uk/government/collections/tenant-satisfaction-measures#tenant-satisfaction-measures-2023-24).



5. Your property and investment in homes

Tenant satisfaction measure results for 2024/25:



4%

Homes that do not meet the Decent Homes Standard



75.4%

Non-emergency responsive repairs completed within our target timescale



99.3%

Emergency responsive repairs completed within our target timescale



71.5%

Report that they are satisfied with the repairs service over the last 12 months



72.5%

Report that they are satisfied with the time taken to complete their most recent repair



68.4%

Felt that we provide a home that is well maintained



72.7%

Felt that we provide a home that is safe

Investment in Homes



206
Boilers



399
Kitchens and
Bathrooms



204
Adaptations

New Homes



297

new homes (173 Hounslow built, 124 new homes acquired)

A sample of compliments received in 2024/25:

"Operative has done an amazing job, he was clean and tidy"

"Very polite, excellent manner, clean, very happy with the work. Thank you"

"I just want to say: keep up the good work you are all doing helping the community and the residents."

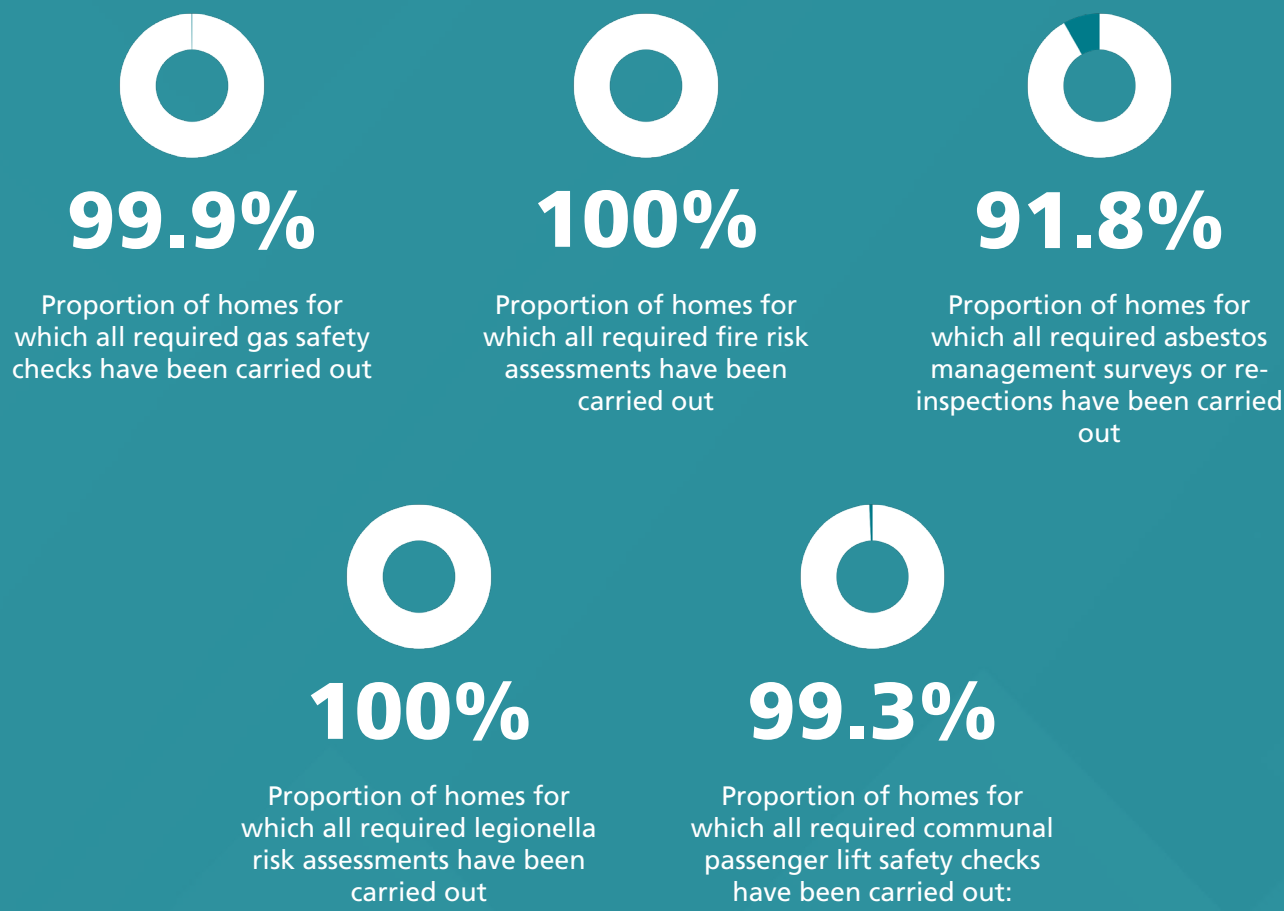
"The operatives were very good and polite"

Decent Homes Standard: A government standard that homes must meet - safe, warm and in good condition.

Adaptations: Changes made to a home to help residents with disabilities or mobility needs.

6. Compliance and safety

Tenant satisfaction measure results for 2024/25:



Cases where we have not been able to achieve 100% compliance are mainly due to difficulties in gaining access to some properties. We strongly encourage all residents to provide access when requested, as this is vital for maintaining the safety and condition of your home.

7. Your Tenancy, Neighbourhood and Residents Voice

Residents Voice is a tenant-led group that helps shape and improve local housing services. It gives residents a platform to share their views, ensuring services reflect community needs.

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Residents Voice is made up of tenants and leaseholders from different parts of the borough. While membership is through a selection process, the group regularly invites other residents to take part in reviews, workshops, or discussions on specific topics.

This collaborative approach helps to:



Build trust between residents and the Council



Improve the quality and fairness of services



Make sure resident voices are included in decision-making

To learn more about Residents Voice or to express your interest, please visit the webpage here [\[https://talk.hounslow.gov.uk/residentvoice\]](https://talk.hounslow.gov.uk/residentvoice).

Fire risk assessments: Safety checks carried out to make sure homes and communal areas are protected against fire risks.

Asbestos management surveys: Inspections to identify and manage any asbestos safely in older properties.

Legionella: Checks to make sure water systems are safe and don't pose a risk of harmful bacteria like Legionella.



Tenant satisfaction measure results for 2024/25:



Recent Estate Improvement Highlights:



Bike Hangers Installed at 33 Sites

Our Estate Improvement Team has rolled out secure bike hangers to encourage cycling and support active lifestyles. These installations also connect with the borough’s expanding cycle routes.



Supporting Wildlife with Bug Hotels

As part of the “Natural Summer” initiative, we’ve added 26 Bug Hotels in 2024 to areas with longer grass, helping to create habitats for local wildlife.

What’s Coming Next:



1. New Community Gardens

We’re adding five new community gardens at Mission Hall, Bolton Road, Oxford Court, Ivybridge, and Cromwell to foster green spaces and community engagement.

We’d love your input! Use our online form [\[https://my.hounslow.gov.uk/service/Housing_enquiries_and_repairs\]](https://my.hounslow.gov.uk/service/Housing_enquiries_and_repairs) to suggest estate improvements.



2. Bin Upgrade Review

Ten locations are being assessed for bin improvements, with upgrades expected at 4–5 sites this year to enhance cleanliness and convenience.

8. Complaints

We're committed to resolving complaints fairly and promptly.

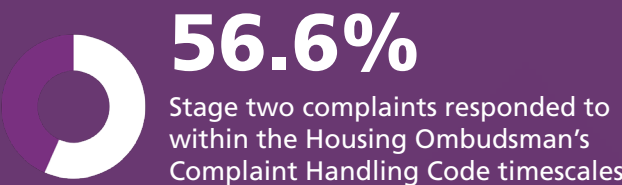
Our process follows the latest Housing Ombudsman Complaint Handling Code:

Stage 1: We will acknowledge your complaint within 5 working days and provide a full response within 10 working days of that acknowledgement.

Stage 2: If your complaint is escalated, we will acknowledge it within 5 working days and provide a full response within 20 working days of that acknowledgement.

We'll always aim to resolve issues as quickly as possible and keep you informed throughout the process.

Tenant satisfaction measure results:



If you have a complaint or if you have already reported an issue but feel it has not be resolved, please report your complaint by:

Using our online form [https://my.hounslow.gov.uk/service/Housing_enquiries_and_repairs].

By telephone 020 8583 5211

In writing to:

Customer Relations Team
London Borough of Hounslow
Hounslow House
7 Bath Road
Hounslow
Middlesex
TW3 3EB

Once your complaint has completed the Council's complaints process, if you remain dissatisfied you may request an independent review by the Local Government Ombudsman (or the Housing Ombudsman if you are a Council tenant or leaseholder). The Ombudsman's details are as follows:

The Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET
0300 111 3000
Email : info@housing-ombudsman.org.uk
Website: www.housing-ombudsman.org.uk

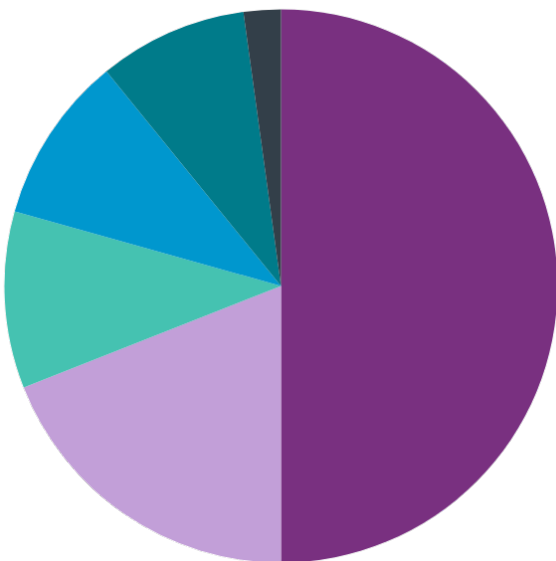
9. Financial Summary 2024/25

The Council maintains a dedicated account for all income and spending related to managing council homes and delivering housing services. This is known as the Housing Revenue Account (HRA). It ensures that rent and service charges paid by tenants are reinvested directly into maintaining and improving housing stock and related services.

Where our money comes from

Income - £184 million total

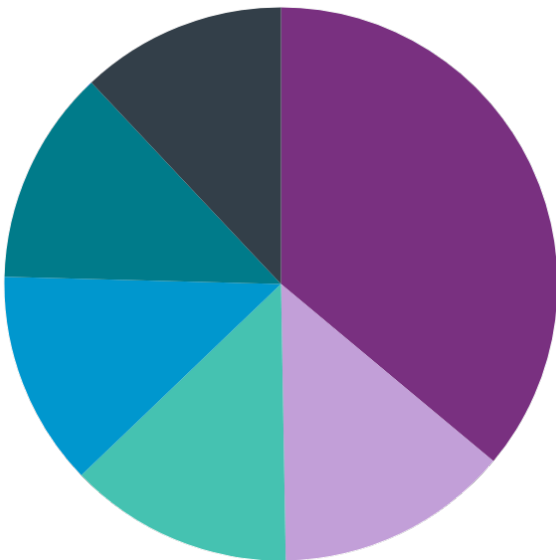
- Rent - £92,000,000
- Greater London Authority/Government new homes grants - £35,000,000
- Sales receipt - £19,000,000
- Service charges - £18,000,000
- Additional borrowing - £16,000,000
- Other income - £4,000,000



How we spend our money

Expenditure - £183 million total

- New build/purchases - £66,000,000
- Improvement works - £25,000,000
- Day-to-day repairs - £24,000,000
- Housing management - £23,000,000
- Rechargeable services - £23,000,000
- Interest on debt - £22,000,000



Rechargeable services: Costs passed to tenants, such as damage or repairs they are responsible for.

Interest on debt: The cost of borrowing money to improve homes.

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