

Southwark Housing Annual Report 2026



WORKING TO BE A
GOOD LANDLORD

Southwark
Council

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Welcome to Southwark's Housing Annual Report

Good homes are vital to us all. We want everyone in Southwark to have a good-quality home and a neighbourhood where they feel safe, secure and proud to live.

We know in the past you haven't always had the housing service you need and deserve and our new Joint Administration is determined to lead positive change.

Our vision is for a more affordable, safe and green Southwark, and all three of these things are absolutely central to your housing.

We want you to have genuinely affordable homes where you can live and thrive and put down roots in our brilliant but increasingly expensive borough.

We want you to live in safe homes, free from damp and mould and all standards met, in strong communities where you live without fear of antisocial behaviour or crime.

And we want greener estates and neighbourhoods, and will campaign for the funding we need to make our buildings meet better environmental standards.

We are determined to tackle Southwark's biggest challenges, now and in the future. We will listen to you and be open about how we are performing. This report is one way you can hold us accountable about the services we provide and the commitments we make.

Together we can make our homes, neighbourhoods and communities better for everyone.

Cllr James McAsh
Leader of Southwark Council



London's largest council landlord

Southwark is one of the largest council landlords in the country, providing and managing homes for tens of thousands of tenants and homeowners. These figures give a snapshot of our homes and the residents we provide housing services to.



38,000

council tenant homes



18,000

homeowners



8,000

homes built
before 1940



22,000+

households on the
housing waiting list



194

tower blocks - more
than any other social
landlord in England



4,000

homes managed by
Tenant Management
Organisations (TMOs)



3,000+

council homes built or are
under construction (since
2013/14) – more than
anywhere else in England

Our year in numbers

Here are some of the key numbers showing what we delivered, how we invested in our homes and services, and the support we provided to residents during the year.



85.9%

electrical safety certification



5,371

tenant visits



100,000+

repairs completed



9,602

responses to
Stage 1 complaints



950

households helped to
avoid homelessness

About the figures in this report

Unless otherwise stated, performance data in this report covers the 2025/26 financial year (1 April 2025 to 31 March 2026). Some figures and updates may cover different periods where more recent information is available.

Our housing priorities

As Executive Member for Council Homes, my priority is to make sure you have a good-quality home and a housing service you can rely on.

Following an inspection in 2024, the Regulator of Social Housing gave Southwark a C3 grading, highlighting significant improvements needed in our housing services. That's why your new administration wants to get the basics right. We know there's still much more we need to do to give you a better service, from getting repairs done right first time and looking after our estates, to making it easier to get the help you need from us.

Tackling the housing crisis is central to our ambition for a fairer, greener borough. We want to improve and invest in our existing council homes, provide more genuinely affordable homes and make our homes warmer and more energy efficient by expanding low-carbon heat networks.

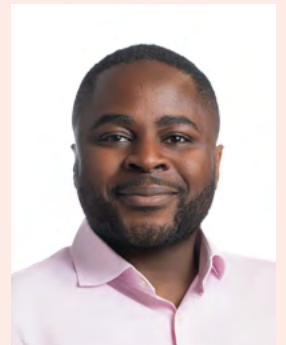
You have told us that bringing empty council homes back into use is a priority, and we agree. With thousands of people waiting for a council home, we cannot accept homes remaining empty for longer than necessary.

We aim to build on the Good Landlord Plan, working with you so that we can all be proud of our estates and neighbourhoods. A new Council Homes Investment Strategy will be an important part of this, helping us make better long-term decisions about our homes and where investment is needed most.

Throughout this report, we take a closer look at some of the important work underway in these areas.

We know in the past residents haven't always received the standard of service they should expect from the council. That's why, despite the challenges we face, I am ambitious about raising the standard of our housing services. I'm committed to working with you to turn that ambition into real improvements to your homes and communities.

Cllr Reginald Popoola
Executive Member
for Council Homes



Where your money goes

The Housing Revenue Account (HRA) is the money we use for council housing.

Our HRA is kept separate from other council money and we can only spend it on council homes and

housing services. Most of the money comes from rents and service charges. We've broken down our £355 million HRA to show where every £1 came from and how it was used.

£355m

Our HRA in 2025–26

Where every £1 comes from

72p	Tenant rents*
12p	Homeowner service charges
11p	Tenant service charges
5p	Garages and commercial property

* Tenant rent is shown after taking account of empty homes.



Where every £1 goes

46p	Maintaining homes and providing services for residents Repairs, building safety, estate and landlord services, customer services and housing support.
20p	Investing in and paying for council homes Funding major works, improvements and future investment in homes and estates.
21p	Running housing services Heating, insurance, rent collection, homeowner services and central support costs.
12p	Paying for borrowing and past investment Debt financing costs for borrowing used to build and improve council homes.
1p	Put into reserves Money saved to help pay for housing costs in future years.

How we decide where to invest

We are developing a new Council Homes Investment Strategy, our seven-year plan for looking after your homes and estates.

It will guide decisions about repairs, maintenance and improvements, making sure they are fair, transparent and based on the best available information.

The strategy includes a clear set of rules to prioritise work, helping us use our limited resources effectively and focus investment where it is needed most, whether that's fixing urgent problems or planning major upgrades.

We will regularly update our plans as we learn more about the condition of your homes, including through the ongoing borough-wide home condition survey, so we can target investment where it will have the greatest benefit for you. This means we can:

- keep your homes safe, decent and energy efficient
- make investment decisions clear and easy to understand
- involve you in shaping priorities
- reduce emergency repairs by planning ahead

The Council Homes Investment Strategy is about making sure your home is looked after properly, now and in the future, with decisions you can trust.

How our tenants think we're doing as a landlord

Tenant Satisfaction Measures

More than 2,000 of you took part in our independent Tenant Satisfaction Measures (TSM) survey for 2025/26.

TSMs help you see how we are performing as your landlord, show us where we need to do better and help the Regulator of Social Housing check we are meeting expected standards.

Where you've seen progress

Satisfaction with many of our services has increased since last year, including:

- Overall housing service: 62% (up from 58.2%)
- Repairs: 69% (up from 65.2%)
- Handling complaints: 34% (up from 30%)
- Keeping you informed: 68% (up from 66.7%)

Where we still need to do better

While overall satisfaction and many other scores have improved, we know they are still not good enough and that you should expect better from us.

- Repairs – too many of you are still not satisfied with how we carry out your repairs.
- Handling complaints – this remains our lowest satisfaction score.
- Listening to your views and acting on them – satisfaction with how we listen and act on what you tell us remains low.
- Handling antisocial behaviour – satisfaction has changed little since last year.

We publish these results on our website so you can see whether the changes we make are delivering a better service. See all our TSM reports at

www.southwark.gov.uk/housing/how-were-performing-landlord

Measure	2024/25	2025/26
Overall satisfaction	58.2%	62%
Satisfaction with repairs	65.2%	69%
Satisfaction with time taken to complete most recent repair	64.1%	65%
Satisfaction that the home is well maintained	61.5%	63%
Satisfaction that the home is safe	68.2%	68%
Satisfaction that the landlord listens to tenant views and acts upon them	50.6%	53%
Satisfaction that the landlord keeps tenants informed about things that matter to them	66.7%	68%
Agreement that the landlord treats tenants fairly and with respect	66.7%	69%
Satisfaction with the landlord's approach to handling complaints	29.6%	34%
Satisfaction that the landlord keeps communal areas clean and well maintained	64.6%	67%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	64.1%	66%
Satisfaction with the landlord's approach to handling antisocial behaviour	57.4%	57%

What our data shows about how we're doing

Management Information Measures

We measure how our housing services are performing so you can see how we're doing and where we need to get better. These are called Management Information (MI) measures and, as part of the TSMs, cover repairs, complaints, antisocial behaviour and building safety.

Our latest results show a mixed picture:

- **Building safety remains strong**, with 100% of fire, asbestos and lift safety checks completed.
- **Stage 1 complaint responses improved significantly** – 78% were answered on time, up from 27%.
- **Emergency repair performance fell** – 88% were completed within the target time, down from 92%.
- **More homes were recorded as not meeting the Decent Homes Standard** – 25.1%, compared with 22.85% last year, based on data before our latest stock condition survey.
- **Stage 2 complaint responses remain too slow** – only 39% were answered within the required timescale.

We need to build on our progress while tackling areas where performance is still not good enough. This means improving repair times, the condition of our homes and how quickly we respond to complaints, while maintaining high standards for building safety.

Our quarterly performance reports give you a wider view of how we're doing against our Good Landlord Plan commitments and targets. We publish these alongside our TSMs on our website, so you can see where we're on track and where we need to do more.

Measure	2024/25	2025/26
Homes that do not meet the Decent Homes Standard	22.85%	25.1%
Non-emergency repairs completed within target timescale	79.99%	80.2%
Emergency repairs completed within target timescale	92.17%	88.2%
Gas safety checks	99.87%	99.4%
Fire safety checks	99.9%	100%
Asbestos safety checks	100%	100%
Water safety checks	98.99%	96.1%
Lift safety checks	96.97%	100%
Stage 1 complaints made by tenants in the relevant stock type	150.89 per 1,000	191.6 per 1,000 homes
Stage 2 complaints made by tenants in the relevant stock type	28.58 per 1,000 homes	50.2 per 1,000 homes
Stage 1 complaints responded to within Complaint Handling Code timescales	27.06%	78.0%
Stage 2 complaints responded to within Complaint Handling Code timescales	23.06%	38.7%
Antisocial behaviour cases relative to the size of the landlord (number of cases per 1,000 properties)	51.71 per 1,000 homes	60.8 per 1,000 homes
Antisocial behaviour cases that involve hate incidents, relative to the size of the landlord (number of cases with hate incidents per 1,000 properties)	0.92 per 1,000 homes	1.0 per 1,000 homes



Better
homes.

Keeping your home safe

We have continued to invest so you can feel safe in your home, making sure we meet the required standards. We are also building a better understanding of the condition of our homes so we can target future investment where it will make the biggest difference to you.

£84 million

invested in our homes

85.9%

electrical safety compliance

11,060

home condition surveys
completed by May 2026

2025/26 Highlights

- **Invested £84 million in our homes**, supporting safer, better maintained homes that meet residents' needs, including more than £28 million on electrical safety, £15 million on planned maintenance and fire safety works, £10 million on heating and hot water, and more than £2 million on adaptations.
- **Completed more than 11,000 home condition surveys** by the end of May 2026, carried out with our partner, Property Tectonics, giving us better information about the condition of our homes and where future investment is most needed.
- **More than 3,000 fire risk assessments completed**, addressing identified fire safety issues across our homes and buildings.
- **Improved electrical safety**, with 85.9% of homes having the required electrical safety certification in place by March 2026, up from 24.7%, helping us identify and address electrical safety risks in residents' homes.
- **Installed 2,850 smoke alarms**, helping increase the proportion of homes meeting the required standard to 73.7% by March 2026, up from 7%.
- **Maintained 100% asbestos compliance** at the end of March 2026, helping us manage asbestos risks safely across our homes.

- **£1.1 million+ spent on maintaining lifts**, helping keep lifts safe and reliable for residents who depend on them.
- **Major improvement programmes progressed across the borough**, including adapted bathrooms at Consort Estate, work to bring empty homes back into use on the Aylesbury Estate and structural safety works at Denmark Hill.

Some areas for improvement

Complete outstanding electrical safety checks, particularly in homes where we have had difficulty gaining access.

Confirm more homes have working smoke alarms – although progress has been significant, we still need to reach homes where this has not yet been confirmed.

Improve the reliability of lifts, alongside developing the longer-term lift replacement programme.

Continue to reduce overdue fire risk actions, whilst improving the accuracy and quality of our fire risk assessments.

Help us look after your home

We often need to visit your home to carry out important safety checks, repairs and surveys. Giving us access helps us get this work done and keep your home safe.

Can't make your appointment? Let us know and we'll arrange another time.

For your safety and to help avoid scams, always check the ID of our staff and contractors before letting them in.



Property Tectonics surveyor

Why we need to visit



Electrical safety checks and follow-up work



Fire and smoke safety checks



Gas safety checks



Essential repairs



Home Condition Surveys



Scan a QR code for more information

When we **CAN** get in

- Complete important safety checks
- Get repairs done in your home
- Spot problems early
- Understand the condition of your home for future works or investment

When we **CAN'T** get in

- Safety checks and repairs are delayed
- Problems may go unidentified or get worse
- We will take further action for legally required safety check

If you are a tenant, your tenancy agreement requires you to give us reasonable access to carry out essential checks, inspections and repairs.

What we're focusing on next

Agree our Council Homes Investment Strategy

By March 2027, we will publish our Council Homes Investment Strategy setting out our priorities for investment in council homes and estates. Residents will have a clearer picture of where we will invest in homes and estates over the next seven years.

Continue our home condition survey

We aim to complete 60% of home condition surveys and 100% of block and estate surveys by October 2027. Better information about the condition of homes and buildings will help us identify where improvements are needed and plan future work.

Progress external wall safety works

We will continue programmes to replace or upgrade external wall systems where work has been identified as necessary, including projects at the Brandon Estate and Missenden. The work will improve building safety and help ensure buildings meet current safety requirements.

Improve energy efficiency

We are preparing to improve the energy efficiency of more than 100 homes in Nunhead and Peckham, with works to begin in 2026/27 and complete by March 2028. A study will run alongside the project to help us understand the impact of the improvements on residents' health and wellbeing.

Improve the delivery of major works

We will strengthen how we appoint and manage contractors delivering major improvements to homes and buildings. This will support the effective delivery of improvements to residents' homes and buildings.



Investing in greener, reliable and more affordable heating

As part of our commitment to a greener Southwark, heat networks have an important role to play. But we know some older networks can be difficult to maintain and inefficient, leading to outages and higher heating costs for residents. Our aim is for heat networks to be reliable, affordable and low carbon.

17,000

homes served

2,500

heat meters
installed

3,000

more council
homes to get low-
carbon heat by 2028

13,000

tonnes less
carbon a year

Improving the heating you rely on

Around 17,000 Southwark homes are served by over 100 heat networks across our housing estates. These networks use a central source to provide heating and hot water to many homes, rather than each property having its own boiler.

We have renewed parts of several networks and installed around 2,500 heat meters, giving residents better information about how much heat they use.

We are also replacing systems that have reached the end of their life, helping to reduce the risk of heating and hot water not working.

Heat networks are now regulated by Ofgem. This means clearer standards, stronger protection when things go wrong and making sure we meet the standards residents should expect.

Bringing low-carbon heat to more homes

The South East London Combined Heat and Power (SELCHP) network, which has provided heating and hot water to homes in Bermondsey since 2013, has been extended to Tustin Estate and is now being extended further into Peckham.



And, if your home is connected, the heat supplied through SELCHP is expected to cost around 10% cheaper than gas.

When this is completed in 2028, around 3,000 homes are expected to receive low-carbon heat through the network. This could cut carbon emissions by a further 13,000 tonnes a year, reducing the impact that heating our homes has on the climate.



**Better
estates.**

Cleaner and safer estates

We work with you to keep your estate clean, safe and well cared for, so your neighbourhood is a place you can be proud to call home.

5,371

visits to tenants

99%

estates inspected monthly

2,177

antisocial behaviour
(ASB) cases managed

2025/26 Highlights

- **Inspected 99% of our estates each month**, with estates scoring 7 out of 10 or better for cleanliness and upkeep across internal areas, lifts, outside spaces, recycling areas and grounds.
- **Visited 5,371 tenants**, focusing on new and vulnerable residents to understand their needs, identify where extra support may be needed and connect them with the right services.
- **Introduced monthly estate surgeries**, giving you more opportunities to speak to your Resident Services Officer (RSO) locally.
- **Worked with residents to improve our approach to ASB**, using their feedback to develop a new ASB procedure and action plans for clearer communication and a more consistent service.
- **Established a new ASB Strategic Board**, bringing together the council, police and key partners to coordinate our response to serious antisocial behaviour on our estates.
- **Allocated £248,000 to local communities**, supporting projects and activities that help strengthen neighbourhoods.



Some areas for improvement

Improve how we handle ASB reports, particularly first contact, case planning and regular updates. Only 45% of residents surveyed were satisfied with how their ASB complaint was handled, although 62% felt they were treated fairly and with respect.

Act more quickly on problems identified through estate inspections, improving how communal repairs are reported and tracked so you see problems put right sooner.

What we're focusing on next

Tackle fly-tipping and waste on our estates

We are testing new approaches across seven priority estates and using learning from the Acorn Estate pilot to roll out what works. We will involve residents and Tenant and Resident Associations (TRAs) throughout.

Make it easier to speak to your RSO

We are expanding estate surgeries to more estates and extend them to residents in street properties and infill blocks, giving more of you the opportunity to speak directly to your RSO about your home and local area.

Support vulnerable residents earlier

We will continue targeted home visits to vulnerable residents, including people we were unable to visit during 2025/26. This will help us identify needs and risks earlier and connect residents with appropriate support.

Make play areas safer

We are inspecting play areas across our estates to identify repairs and improvements needed to keep them safe, accessible and well maintained.

A helping hand for our TRAs

Our Resident Involvement Officers work with Tenant and Resident Associations (TRAs), helping them access advice, support and opportunities to get involved.

Jacqui, Secretary of Lettsom Estate TRA, has been involved with her TRA since 2016. She told us about the difference Bukky, one of our Resident Involvement Officers, has made through her consistent support over the years:

"Thank you for your invaluable guidance and all your support over the past years. You are always there to help with any problems we may be experiencing. Without your help, I am unsure where our TRA would be today."

Jacqui, Secretary, Lettsom Estate TRA



Jacqui and Bukky



**Better
repairs.**

Looking after your home

We know how important it is to get your repairs done right first time. We are working to make it easy for you to report and manage your repair, reduce how long you have to wait and keep you informed from start to finish.

100,385

repairs completed

1,286 jobs

handyperson jobs for
vulnerable residents

£3 million

spent on roofing repairs

2025/26 Highlights

- **Completed more than 100,000 repairs to council homes**, fixing problems and helping to keep your homes well maintained.
- **Established a specialist damp, mould and leaks team**, giving these cases greater focus and helping us prepare for the first phase of Awaab's Law. We also made it easier for you to report damp and mould online.
- **Invested £3 million in roofing repairs**, alongside £1.75 million in lateral mains and emergency lighting, and replaced 122 water tanks to help maintain homes and prevent problems developing.
- **Helped more residents live safely and independently at home**, delivering 300 adaptations to council homes, completing 102 adaptation projects for vulnerable homeowners and carrying out 1,286 jobs for older and vulnerable residents through our Handyperson Service.



Some areas for improvement

Set clearer standards for your repairs with a new Repairs Policy (due later this year), so you know what to expect from us. While satisfaction among residents who had a repair increased by 4%, we are still not consistently meeting the standard you should expect. We want to get more repairs right first time, with fewer delays, clearer response times and a more consistent service.

Make it easier to manage your repair online, with a simpler way to report it and see what is happening without having to chase us for updates. Work is now underway to provide clearer information about appointments, progress and next steps.

What we're focusing on next

Put our Better Repairs Plan into action

We will continue delivering our Better Repairs Plan to improve the service residents receive. Repairs teams and RSOs will work more closely together, using complaints and resident feedback to tackle recurring problems and improve how repairs are delivered.

Clearer standards for residents

A new Repairs Policy will set out what residents can expect from us, including response times and the role of the council and residents in looking after homes.

Build more repairs skills in-house

We will strengthen our trade apprenticeship programme and recruit more people with skills across multiple trades, helping address skills shortages while creating opportunities for local people.

Give you more choice and flexibility when booking repairs

We are improving our repairs systems to make it easier and more convenient to get your repair done. It will give us more flexibility to allocate work, helping to reduce waits and give you more choice and visibility over appointments.

Bring empty homes into use more quickly

We will improve how teams work together to reduce delays and get homes ready for new tenants sooner.

Going above and beyond at the Lant Estate

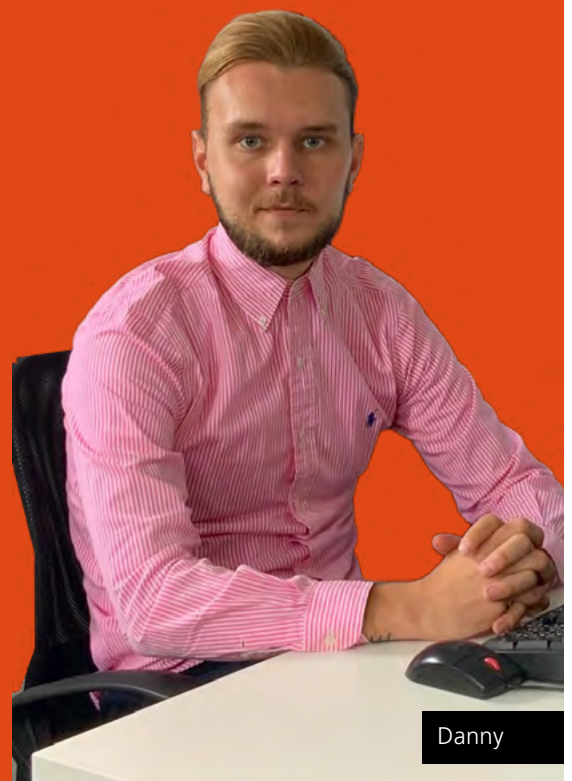
Danny from our repairs team has been helping residents at the Lant Estate with a range of issues, including urgent repairs.

As well as responding when problems arise, residents say he regularly attends TRA meetings, checks in proactively and follows up on outstanding work to make sure issues are not forgotten.

One resident told us that Danny's attentiveness, communication and positive approach have made a real difference to the community.

"Danny goes far above and beyond. He checks in proactively, follows up on outstanding tasks and addresses urgent needs with speed and precision. Many members of our community have been impressed with how he has helped us – and all with a wonderful positive attitude. We're lucky to have him!"

Lant Estate resident



Making **every council home** count

We're taking action to bring hundreds of empty council homes back into use and help tackle the housing crisis.

With more than 22,000 households on the housing waiting list and over 4,200 households living in temporary accommodation, we need to make the best use of every council home we have.

During 2025/26, we let 1,230 council homes to new tenants. But too many homes are still staying empty for too long and every empty council home is a home someone needs now.

Why this matters

22,000+

households on the housing waiting list

4,200+

households living in temporary accommodation

890

empty homes awaiting active re-let up from 697 at the start of the year

124 days

average time to relet an empty home needing minor works up from 95 days the previous year

All figures shown are for council homes only

What we're doing



A new task force to tackle delays

A new empty homes task force will work across the borough so council homes spend less time empty between tenants. It will tackle the backlog by bringing together housing, repairs and other services to identify and resolve delays and better coordinate the work needed.



Reducing the time homes stay empty

When a council home becomes empty, repairs, safety checks and other work may be needed before a new tenant can move in. We are re-designing the process from when a home becomes empty to when it is re-let, so we can identify where delays happen and reduce the time homes are left empty.



Safe and ready for new tenants

Some properties need significant repairs, specialist inspections or work involving utilities and other services before someone can move in. We will make sure every home is safe, meets the required standards and is ready to become someone's new home.

To report an empty council home, email empty.homes@southwark.gov.uk



**Better
customer
services.**

Listening and responding to you

Getting you the help you need means responding quickly, dealing with complaints properly and learning from your feedback to improve our services.

69%

of callers satisfied with our housing advice and homelessness support

239,107

housing repairs calls received

228

homeowners attended service charge surgeries

Responding better to your complaints

9,602

responses to
Stage 1 complaints

28 → 13 days

average response time reduced from
the start to the end of the year

66%

Stage 1 complaints answered
within 10 working days

785 → 0

overdue Stage 1 complaints
reduced from 785 to zero
since September 2025

Most common complaints

Your complaints show us where our services are not working as they should. These were the main issues you raised and where we need to do better.

- Delays in resolving issues
- Poor communication and updates
- Promised actions not completed
- Confusion between service requests and complaints

2025/26 Highlights

- **Improved access to housing advice and homelessness support**, responding to more than 73,000 contacts during the year, with 69% of callers satisfied with the advice and support they received.
- **Handled more than 200,000 housing repairs calls through our customer contact centre** with an average wait of 4 minutes 10 seconds and 87% of calls answered. We are already seeing improvement since April 2026, with the average wait reduced to 2 minutes 42 seconds and 93% of calls answered.
- **Made homeowner services easier to access**, with bookable phone and face-to-face appointments and itemised service charge breakdowns now available online.
- **Improved how we handled complaints**, identifying issues earlier and directing them to the right service so they can be resolved more quickly.



Some areas for improvement

Reduce call waiting times for residents needing help with their housing situation. Only 53.5% of calls to our housing advice and homelessness service were answered within five minutes, against our 80% target.

Make sure agreed actions are completed by strengthening how we follow up complaints. 62% of complaints escalated to Stage 2 involved actions agreed at Stage 1 that had not been carried out.

Learn from the most common complaints, alongside surveys, quality checks and your feedback, to identify recurring problems and improve our housing services. Training and coaching will help teams put that learning into practice.

What we're focusing on next

Improve how we track complaints

Better digital tools will help us track cases and agreed actions, identify problems sooner and keep you informed through to resolution.

Provide online billing for homeowners

Homeowners will be able to sign up for online billing from September 2026, giving them direct access to service charge invoices, credit notes and information packs from next year.

Reduce waiting times for repairs calls

Our Contact Centre supports residents with 44 different council services, including repairs. We will increase the number of dedicated customer service officers taking repairs calls, particularly at the busiest times.

Improve the quality of our customer service

We will continue to use resident feedback to evaluate how we manage your calls, and provide targeted training and coaching to help staff give you a better experience when you contact us.

Your voice makes a difference

We want you to have a real say in the housing services you receive. Your views and experiences help us understand what matters to you, where we need to do better and how we can make our services work better for you.

390

residents attended tenant and
homeowner conferences

126

active Tenant and Resident
Associations (TRAs)

60

residents joined new
resident-led boards

Working together to shape services

Here are some examples of how residents who got involved are making a difference.

ASB

Co-produced our new ASB procedure to help provide clearer communication and a more consistent service

Estate inspections

Helped decide what we check during estate inspections, including cleanliness, lighting, repairs and fly-tipping, and how we follow up issues afterwards.

Tustin Estate

Helped influence changes to Tustin, with more than 345 residents and community members taking part and over 715 comments informing designs, landscaping, wayfinding and community spaces.

Recruiting senior staff

Took part in recruitment panels and gave feedback on candidates for senior roles.

Housing allocations

Had your say in how we prioritise council homes, helping to inform the final housing allocations policy, and tested the new Choice Based Lettings system before it was introduced.

Council Homes Investment Strategy

Shared your priorities through online surveys, focus groups, conferences and the Major Works Board. Your views will help inform the strategy and how we plan future investment in your homes.

Share your views, help us improve and have a say in the decisions that affect your home and community.

Email resident.participation@southwark.gov.uk or sign up online



2025/26 Highlights

- **Introduced a new Resident Engagement Strategy**, developed following consultation with residents and setting out how we will strengthen your influence over housing services.
- **Launched five new resident-led boards**, with 60 residents helping to shape repairs, major works, building safety and housing management services for tenants and homeowners.
- **Brought 390 residents together at tenant and homeowner conferences**, creating opportunities to hear directly from you about the issues that matter.
- **62 residents got involved in their TRAs for the first time**, giving more residents a voice in housing services.
- **Supported 228 homeowners with service charge queries** through dedicated surgeries.
- **Invested more than £250,000 in resident-led and community activities**, supporting projects, warm spaces, winter celebrations and tenant and homeowner conferences.
- **Provided £250,000 in grants to TRAs**, alongside funding for independent organisations providing residents with advice, support and opportunities to develop their skills.

Some areas for improvement

Hear from a wider range of residents and make sure those taking part better reflect the diversity of our residents and communities. We are developing new outreach and digital approaches to involve more diverse range of residents and working to increase the number and coverage of TRAs.

Increase participation in our Local Housing Forums so more residents have opportunities to influence local housing issues.



What we're focusing on next

Establish a new Resident Advisory Panel

We are creating a clearer route for you to feed into formal housing decision-making alongside our resident-led boards.

Give TRAs more support

We will review the community grants programme, improve support for managing TRA halls and provide laptops to help resident groups organise locally and support their communities.

Train and support resident representatives

We will provide more training, information and support to help you challenge and influence our services and represent your communities effectively.

Introduce resident performance reporting

We will show how engagement influences decisions and service improvements so you can see what has changed as a result of your involvement.

Delivering homes that matter

We built more council homes than any other local authority in the country, helping more residents access high-quality, genuinely affordable homes. Providing the homes people need and preventing homelessness are central to how we are responding to the housing crisis.

333

new council homes
handed over to residents

98

additional council-rent homes
secured at Tustin Estate

950

households helped to
avoid homelessness

2025/26 Highlights

- **Out of more than 3,000 homes being built or already completed**, 333 homes have been handed over to residents in 2025/26 alone.
- **Secured 98 more homes at Tustin Estate for council rent**, converting homes previously planned for intermediate housing to provide more genuinely affordable homes for households on the waiting list.
- **Completed Phase 1 of Tustin Estate**, delivering 165 new homes, including 96 family homes and a new play area, with work progressing on subsequent phases.
- **Secured an additional £29.64 million in GLA funding** to support the next phase of the Tustin Estate regeneration programme.
- **Progressed major estate renewal programmes**, including the demolition of Maydew Tower at Abbeyfield and further work at Ledbury and Aylesbury, creating opportunities for new homes and neighbourhood improvements.
- **Helped 950 households avoid homelessness**, up from 697 the previous year, through early advice and personalised support.
- **Helped 434 households who were homeless find a new home** and supported 46 households with some of the most complex needs to move into settled accommodation and sustain their tenancies through our Housing First programme.
- **Provided essential support to families through our Fix the Five Basics programme**, including tailored welcome packs for more than 4,000 households, 200 portable Wi-Fi units for households placed outside the borough and more than 3,600 laundry tokens since December 2025.

FIX THE FIVE BASICS



What we're focusing on next

Continue our estate renewal programmes

We will continue with homes already being built and continue major estate renewal programmes, including Tustin, Ledbury and Aylesbury, with residents involved as plans develop.

Support residents better when they move into their new home

We will strengthen aftercare for residents moving into new homes, including clearer information about technologies such as air source heat pumps, better management of defects and post-occupancy surveys to help identify and resolve problems.

Build the pipeline of future council homes

We will continue identifying development opportunities, seeking external funding and exploring different delivery approaches so we can keep providing new council homes despite financial and market pressures.

Implement our new allocations policy

The new allocations policy will take effect in autumn 2026, changing how we prioritise and allocate council homes to residents in housing need. We are providing clear information and support to help residents understand what the changes mean for them.

Challenges ahead

Keeping council homebuilding on track

Rising construction costs and funding pressures are making it more difficult to deliver new council homes. We need to explore different ways of building and funding new homes while keeping residents closely involved as plans develop.



In September 2025, residents moved into 49 new council homes at the Rennie Estate in Bermondsey, built on a former car park alongside new outdoor community facilities, a children's playground and improved public spaces.

Catia moved into one of the new homes with her daughter after waiting a long time for a home with enough space for them both.

"I'm really pleased with my new home and so happy to be living here. My daughter is autistic and we had been waiting a long time for a new home; the place we were living in before didn't have enough space for both of us. My daughter is so much happier here and I really like living in the area, it's worked out so well for us."

Southwark Council contact centre is open Monday to Friday 9am to 5pm

Call **020 7525 5000** for general enquiries or to report a repair in your home. The average wait time for a call to be answered is 2 minutes 20 seconds. Or report issues via our website at **www.southwark.gov.uk**.

You can also call the number to reach our out of hours service if there is an emergency, or to report anti-social behaviour. Remember, if you are in danger or there is an immediate threat to life you should always call **999**.

In-person advice and support

The service is located at:
122 Peckham Hill Street, SE15 5JR

Scan the QR code
to book a face-to face
appointment



Homeowner Teams

Please visit our website for a full list of services and how to contact us:

www.southwark.gov.uk/housing/homeowners/contact-homeowner-teams

Repairs

Call **020 7525 5000** or report a repair online at **www.southwark.gov.uk/housing/repairs/report-repair**

Empty homes

Report an empty home to
empty.homes@southwark.gov.uk

We have a range of support services available for residents who are struggling with council tax, rent, or other household bills.

If you need independent advice or support, the organisations below may be able to help

Visit our website at **www.southwark.gov.uk/benefits-and-support/cost-living**

Southwark Law Centre

Provides specialist legal advice, casework and representation for people who cannot afford to pay.

Visit **www.southwarklawcentre.org.uk**

Citizens Advice Southwark

Free, confidential, independent and impartial advice to help you resolve problems with money, housing, employment, legal issues, and more. Call **080 8278 7849** or email

Advice@CitizensAdviceSouthwark.org.uk

Stay in the know with Southwark housing monthly e-newsletters, just for tenants and leaseholders.

www.southwark.gov.uk/southwark-homes-news



Have a question or comment about this report?

Get in touch with us at

resident.participation@southwark.gov.uk



FIRE SAFETY INFORMATION

KNOW WHAT TO DO IF THERE'S A FIRE

IF THE FIRE IS INSIDE YOUR HOME

1. Leave the room where the fire is, then close the door.
2. Tell everyone in your home to leave, and close the flat entrance door behind you.
3. Do not stay behind to put the fire out.
4. Call the fire service (999) once you are in a safe place.
5. Wait outside, away from the building.

IF THE FIRE IS IN ANOTHER PART OF THE BUILDING

LEAVE THE BUILDING

Your fire evacuation strategy is
Simultaneous Evacuation

You should leave the building calmly,
and as quickly and safely as possible,
if you live in one of these buildings:

- Aberfeldy House, 29-155
- Caspian Street, 1-47
- Devon Mansions – all blocks
- Drinkwater House
- Hanworth House, 1-84
- Marie Curie, 1-98
- Shirley House
- Trevelyan House, 13-63
- Street conversion properties

STAY IN YOUR FLAT

Your fire evacuation strategy is
Stay-Put

You should be safe to stay in your flat
if you live in any other block of flats
and a fire breaks out somewhere other
than in your home.

If the fire affects you in your flat, treat
this like a fire inside your home.

For more safety information
and advice, visit our website.



IN AN EMERGENCY DIAL 999

1

Give the operator
your phone
number and ask
for 'FIRE'.

2

When the fire
service replies, give
them the address of
your building.

3

Do not hang up
until the fire service
has repeated the
address correctly.

FIRE DOORS KEEP YOU SAFE

- Keep fire doors shut when not in use, particularly your flat entrance door.
- Do not tamper with self-closing devices or prop doors open.
- Report any faults or damage with your front door: Call 0800 952 4444 or 020 7525 2600 or email repairs@southwark.gov.uk

E-BIKE AND E-SCOOTER FIRE SAFETY

- Store e-bikes and e-scooters securely indoors and never charge them in communal areas or where they could block your exit.
- Use only the charger and batteries supplied by the manufacturer, check batteries for damage and never leave them charging unattended.

