

Council housing annual report

2024-2025



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Message from the mayor and lead member

Every resident deserves a home they can feel proud of: one that is safe, secure, warm and well maintained. Providing that is not simply our responsibility as a Council; it is a promise we make to every resident.

That is why, in November 2023, I took the decision to bring Tower Hamlets Homes back into the Council. Residents had told us that too many homes and services were falling short of the standard they rightly expect and deserve. We knew that bringing housing services in-house would give us greater accountability, stronger oversight and the ability to drive the improvements our residents wanted to see.

We backed that commitment with action, investing a record £140 million to improve existing council homes and commissioning two independent reviews to ensure we fully understood the challenges facing our housing service and the changes needed to put them right.

We also took the responsible decision to refer ourselves to the Regulator of Social Housing. We welcomed independent scrutiny because we are committed to being open, transparent and accountable as we improve our services.

The Regulator's judgement, which awarded the Council a C3 rating, made clear that significant improvement was required. We accepted those findings and responded with urgency, developing a comprehensive, fully funded improvement programme that is already delivering meaningful change.

Our Your Voice, Our Action: Safe Homes, Great Services improvement plan, developed in partnership with the Regulator of Social Housing, is strengthening governance, improving tenant safety and putting residents'

voices at the heart of decision-making. Regular engagement with the Regulator and oversight from Cabinet are ensuring that progress is closely monitored and that we continue to build on the improvements already underway.

But this is only the beginning. Our ambition is to build a housing service that listens, responds and delivers — one that residents can have confidence in. We are determined to work alongside tenants, leaseholders and communities to provide housing services that are compassionate, accountable and ambitious, while ensuring every resident has a home that is safe, secure and a source of pride.

I want to thank every resident who has shared their experiences, challenged us to do better and helped shape the improvements we are making. Your voices have been central to this journey.

Together, we are not simply improving homes and housing services. We are strengthening trust, building better communities and creating a fairer Tower Hamlets for everyone.



**Lutfur Rahman,
Executive Mayor
of Tower Hamlets**



**Kabir Ahmed,
Cabinet Member for
Regeneration, Inclusive
Development and
Housebuilding for the
2024/25 year**

Housing stock



Tenure	2024/2025	As % of total
Tenanted	11,513	53.4%
Leasehold	10,032	46.6%
Total	21,545	

Tenants' property type	2024/2025	As % of total
Flat	7,987	69.4%
Maisonette	2,746	23.9%
House/bungalow	789	6.8%
Total	11,513	



Bedroom size	2024/2025	As % of total
0	652	5.7%
1	3,199	27.8%
2	4,459	38.7%
3	2,586	22.5%
4	531	4.6%
5	73	0.6%
6	9	0.08%
7	4	0.03%
Total	11,513	

Investing in Homes

Our draft Housing Strategy 2025–2035 sets out our ambition for More Homes, Better Homes, Safer Homes. Since 2022 we have delivered, or have in delivery, more than 6,400 affordable and social rent homes.

As part of this, the Mayor's Accelerated Housing Programme will fast-track up to **3,332 new homes across 37 council-owned sites** over the next five years, with a focus on affordability, larger family homes, wheelchair-accessible units, and inclusive housing such as extra-care homes and co-living spaces.

The Mayor's Accelerated Housing Programme will be delivered in the following stages:

Phase	Target Planning Submission Date	Projected Number of Homes
Batch One	March-July 2026	341 (incl. 241 social rented homes)
Batch Two	July-December 2026	449 (incl. 331 social rented homes)
Batch Three	Dec 2026-June 2027	500 (incl. 35% affordable homes)
Category Two (Strategic)	Beginning Autumn 2026	1800

In 2024–25, we delivered 104 new-build homes across eight schemes and acquired 21 former council properties for social rent.

In 2025–26 (to January 2026), we've already acquired a further 128 properties and delivered 29 new-build homes.

We are also set to acquire up to 329 new homes across three development sites, all at 100% social rent, providing urgently needed housing more quickly than through direct construction.

These include:

- **Poplar Riverside** (Berkeley Homes) – **223 homes**
- **London Dockside** (Berkeley Homes) – **68 homes**
- **Aberfeldy Village** (Poplar HARCA) – **38 homes**

We're also investing **£609m over the next decade** to improve existing council homes, tackling damp and mould, upgrading fire safety, and carrying out major repairs, including:

- **£240m for Decent Homes improvements** (modern kitchens, bathrooms, double glazing, energy-efficient roofs)
- **£200m for building safety**
- **£60m for major repairs and enhancements**

A revised procurement strategy will strengthen resilience, capacity, and value for money, ensuring high-quality homes and thriving neighbourhoods alongside our ambitious housebuilding programme.

Last year, 200 homes were lost due to Right to Buy or disposal.

Repairs

	Tower Hamlets	London Average
Responsive repairs completed	91,377	
Emergency repairs completed on time	79.80%	90.30%
Non-emergency repairs completed on time	75.60%	80.00%
Responsive repairs completed right first time	76.20%	85.00%
Satisfaction with the way repairs were dealt with	62.90%	63.80%
Satisfaction with time taken to complete the repair	59.80%	60.20%
Satisfaction that the home is well maintained	62.80%	61.10%

Damp and mould

We have improved our response times for damp and mould cases, as outlined in our new Damp and Mould Policy which agrees our commitments in line with Awaab's Law to:



- Treat emergency damp and mould hazards within 24 hours of report
- Investigate significant hazards related to damp and mould within 10 working days
- Provide a written summary of our findings within 3 working days after our inspection
- Provide alternative accommodation if it is unsafe for you to remain in the property while the works are carried out

Investment in repairs

We spent £25.5 million on repairs and maintenance during 2024-25, equal to £2215 for each of our tenanted homes.

We know how important it is to deliver a quality, timely repairs services. We have strengthened the management of our contractors and are working to continuously implement improvements to our repairs services, including better communication on appointments and timelines for fixing your issue.

Our performance between April and October 2025 for repairs completed within our target timeframes were 92.4% for emergency repairs, and 87% for non-emergency repairs.



Safety

	Tower Hamlets	London Average
Gas safety checks	100%	99.64
Fire safety checks	97.7%	99.13
Asbestos safety checks	93.4%	98.02
Water safety checks	95.6%	98.64
Lift safety checks	68.3%	96.28
Satisfaction that your home is safe	67.70%	68.48
Homes that do not meet the Decent Homes Standard	20.1%	N/A



Last year we carried out:



9285

Gas Safety inspections



880

Fire Risk Assessments



1996

Domestic Electrical
installation inspections



902

Asbestos checks

We aim for 100% compliance on these safety measures and are making improvements every month with increased focus and resources.

Our performance on asbestos checks in October 2025 is now 100% and we have completed 100% of required passenger lift inspections.

We have strengthened our management of building safety to ensure that we deliver safe homes for every one of our residents. These commitments have been outlined in our new landlord health and safety policies which were agreed in September 2025.

We know our level of non-decent homes is unacceptable; we want every home we provide to be of a high standard. That's why we are delivering significant investment to ensure all homes meet the Decent Homes Standard by 2030.



Our services

Satisfaction	Tower Hamlets	London Average
Tenant satisfaction with overall service	60.10%	60.4
Leasehold satisfaction with overall service	43.30%	N/A
Satisfaction with being kept informed	72.60%	68.9
Satisfaction with views being taken into account and acted upon	53.40%	52.4
Agree they are treated fairly and with respect	71.70%	70.9

Call handling	2023/24	Target
Calls received	162,886	N/A
Calls answered	61%	92%
Satisfaction with the way we handled your call	85%	85%

Complaints	Tower Hamlets	London Average
Complaints received	2,385	N/A
Tenant complaints p/1,000 stock	84	81.3
Complaints upheld	13.5%	N/A
Tenant complaints answered on time (Stage 1)	70.7%	N/A
Tenant complaints answered on time (Stage 2)	69.8%	N/A
Satisfaction with complaints handling	24.80%	26.4%

Top 7 complaints



We are making improvements to our complaint handling service, to ensure that all residents receive timely and comprehensive responses to complaints made. **Since April 2025, our performance for Stage Two complaints answered in time has been 100%.**

Neighbourhoods

Overall Satisfaction	Tower Hamlets	Target / London Average
Satisfaction that the landlord keeps communal areas clean and well maintained	65.10%	63.3
Satisfaction that the landlord makes a positive contribution to neighbourhoods	67.20%	64.6
Anti-social Behaviour		
No of new ASB cases	1,208	
Cases of ASB per 1,000 properties	105	49.7
Satisfaction with handling of ASB case	58.80%	58.8
Satisfaction with outcome of ASB case	50.60%	N/A



Tenancies and rent

Tenancy	2024/25
Total no. of lettings	451
Tenancies accepted on first offer	45.45%
Average number of days to let homes	37
Mutual exchanges	28*
Successful fraud cases	48**

* 13 in borough;15 from outside, ** 28 unauthorised recovered, 12 fraudulent RTBs prevented, & 8 cancelled applications

Last year our Financial Inclusion Team:

- **Supported 619 tenants** with a range of money-related issues
- **Helped to maximise income to a total £1,159,619** (through Housing Benefit, Universal Credit, DHP, Pension Credit, Council Tax Discount)
- **Helped 34 tenants** to apply for Discretionary Housing Payments
- **Referred 62 tenants to additional support** schemes and services



Please contact the Income Team if you have anxieties about paying your rent on **020 7364 5015 (option 4)** or email us at **Rents@towerhamlets.gov.uk**.

We will be able to refer you to Financial Inclusion Team who can discuss and offer support on a range of money-related issues including debt and welfare benefits.

Don't suffer in silence, we are here to help with any financial concerns you have.



Resident involvement

180



residents engaged in
policy consultations

31



Tenant Resident Associations
(representing over 13,000 properties)

6



fun days, over 1,800
residents attended

38



38 community food gardens
used by 3,500 residents

2,000+ doors knocked on

with over 400 residents spoken to via
our Big Door Knock





Tenants' Voice

Tenants' Voice is a committee of tenants and leaseholders who meet bi-monthly to help scrutinise our performance as a landlord.

The group helps hold us to account and improve our services through their recommendations, co-designing of services through task and finish groups, and carrying out in-depth reviews of service areas. Over the past year this has included organising inspections of our estates alongside TRA members and co-production of a refreshed online portal for repairs.

Tenants' Voice Chair, Pawla Cottage:

For over a year I have had the privilege of being the Chair to a friendly and diverse group of residents, currently five tenants and three leaseholders. We come from all walks of life and work as a team fully committed to improving your housing services.

Since housing Services were brought in-house there was a need to provide additional scrutiny to the existing methods. The Tenants' Voice acts as a critical friend to identify major problems and look for solutions. We, as a group, are not afraid to express our views.

Training is provided to help you get to grips with all the issues. We are looking for new members to join so if you are a tenant or tenant of a leaseholder and have a commitment to improving housing services you would be welcome to apply.

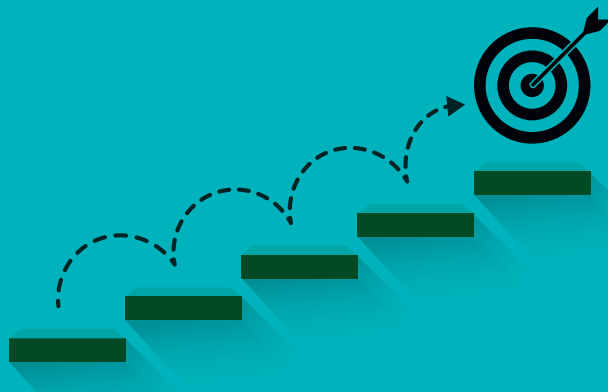
If you would like to speak to a staff about the role or want to submit your application, please email housinginvolvement@towerhamlets.gov.uk.

Expenditure

Expenditure	
major works	£15.7m
planned & cyclical maintenance	£0.2m
estate services	£20m
housing management	£12.2m
other direct costs	£13.1m
leasehold services	£3.3m
overheads	£10.1m
repairs & maintenance	£25.5m
procurement	£0.5m
fire & other safety works	£5.4m
	£106m



Our improvement journey



In early 2025, we had our first inspection by the Regulator of Social Housing. In April 2025, the regulator gave us a C3 grading, meaning significant improvement is needed.

We are taking action to address the failings found by the Regulator through our improvement programme, Your Voice, Our Action: Safe Homes, Great Services. We are meeting regularly with the Regulator to update them on our progress towards delivering on these commitments.

Throughout 2025 our **Your Voice, Our Action** programme has helped deliver improvements such as:



- A new Housing Cabinet Sub-Committee to **strengthen governance and ensure improvements are delivered on time.**
- New policies to help deliver **support for vulnerable tenants, better compensation** following complaints, **improved debt resolution** and **enhanced damp and mould response times.**
- Improvements to our Complaints service, **helping to respond to 100%** of your Stage Two complaints on time.
- Investment in our call centre to **reduce call waiting times.**
- Delivery of dedicated Health and Safety programmes to reduce outstanding actions, helping to **reduce overdue water safety actions by 70%** and **electrical actions in communal areas by 72%** (April-October 2025)

In the coming year, we will continue to deliver an ambitious programme of work to improve services for our residents, including:

- Launch of a new Asset Management Strategy to help improve our homes and ensure every home meets the Decent Homes Standard by 2030.
- Delivery of a stock condition surveys programme to ensure we have in-date surveys for every property by December 2026.
- Improvements to our online systems and call centre so you can report issues easily, through the method which suits you.
- Increased resident involvement, including Neighbourhood Action Days and door knocks so residents can discuss experiences directly with our staff members.

We know that investment is needed. This is why the council is committed to delivering significant investment of £609 million to upgrade our council homes, tackle damp and mould, and improve fire safety in the years to come.