Residents' Annual Report 2024-25

LONDON BOROUGH OF HARROW

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Foreword

Cllr Mina Parmar

Cabinet member for Housing Services

Our Housing Vision is:
"Working together to deliver affordable housing and a high-quality customer experience that puts the needs and wellbeing of residents first".

Our biggest priorities are to keep residents safe in their home and to improve communications.

To help us do this we have:

- ✔ Started doing a stock condition assessment of every single council home, so we can better plan our replacement programme
- ✔ Achieved 99.7% EICR electrical checks (we had completed 67.3% end March 2024)
- ✔ Closer partnership working with our main repairs contractor, United Infrastructure, who came on board in June 2024
- ✔ Implemented a new housing system Civica Cx in April 2024, our new Customer Relations Management system, and we continue to roll out new modules to better manage anti-social behaviour and leaseholder service charges
- ✔ 2000 council tenants are now reporting repairs 24/7 using the Housing Online Account.

I look forward to continuing to work with residents and housing colleagues to improve the services that we deliver.

Erica Fontaine

Chair of Residents' Board

Our housing services are so much more than managing council homes. I'm proud that the resident voice is being heard and housing services provides frontline support in tackling the challenge of the cost-of-living crisis.

I am grateful for the residents who give up their time freely and energetically to support the journey to improvement. The new approach to scrutiny through collaborative work with the "Neighbourly" team is both fun and impactful, so please do get involved.

The appointment of the new Resident Services Anti-Social Behaviour Coordinator reflects the priority residents give to this matter and we should see the positive impact over the coming year in how anti-social behaviour is tackled.

Let's be grateful for the warm homes we have, but not forgetting the many residents who are forced to live in temporary accommodation due to the lack of affordable housing. It's positive the government have finally announced £16 billion of funding through a new National Housing Bank – to build over 500,000 homes to help elevate homelessness.

In addition, I was pleased this year to have attended the opening of new homes in the borough and even more excited for next year as Thomas Sinden will be starting on the next phase of the regeneration programme at Grange Farm.

Of course, there are many challenges ahead and we need the support of all our residents in holding our landlord to account. The Residents' Board will continue to monitor performance through the Tenant Satisfaction Measures (TSM's) and Complaints Handling Code.

How are we performing?

Here are the London Borough of Harrow (LBH) performance statistics in line with guidance from the Regulator of Social Housing.

The satisfaction ratings are a combination of internally produced management information as at March 2025 and LBH council tenants' perception of housing services (December 2024 survey).

You can see how Harrow is performing compared to other London Boroughs, as we have included a 'London Average', published in November 2025 by the Office of National Statistics (ONS). The ONS data is an average of the results received from other London Boroughs.

Context

1. The repairs 2024/25 Tenant Satisfaction Measures (TSMs) figures reflect the combined performance of two appointed contractors over the reporting year. Changing a major repairs contractor takes time to get staffing engineer levels to where they need to be, to embed our core values and to ensure that we have effective contract monitoring.
2. We launched our new Customer Relationship Management (CRM) system, Cx, at around the same time and are working through the challenge of ensuring our new repairs provider, United Infrastructure, is fully integrated into this system.
3. Overall satisfaction with handling of complaints has improved from last year, but we need to improve the speed with which we respond to complaints.

Respectful and helpful engagement 2024/25

Indicator	Harrow	London Average
Overall satisfaction (TP01)	52.1%	60.1%
Satisfaction that the landlord listens to tenant views and acts upon them (TP06)	41.4%	52.1%
Satisfaction that the landlord keeps tenants informed (TP07)	62.4%	68.0%
Agreement that the landlord treats tenants fairly and with respect (TP08)	59.6%	70.3%

Effective handling of complaints 2024/25

Indicator	Harrow	London Average
Stage 1 response within timescale (CH01)	58.4%	79.2%
Stage 2 response within timescale (CH02)	40.8%	67.7%
Satisfaction with the landlord's approach to handling complaints (TP09)	28.3%	26.5%

Keeping homes in good repair

Indicator	Harrow	London Average
% of homes NOT meeting Decent Homes Standard (RP01)	2.8%	10.5%
Emergency repairs completed on time (RP02a)	79.6%	90.6%
Non-emergency repairs completed on time (RP02b)	47.6%	80.2%
Satisfaction with overall repairs service (TP02)	56.8%	63.7%
Satisfaction with the time taken to complete the most recent repair (TP03)	48%	60.2%
Satisfaction that the home is well maintained (TP04)	53.5%	60.8%

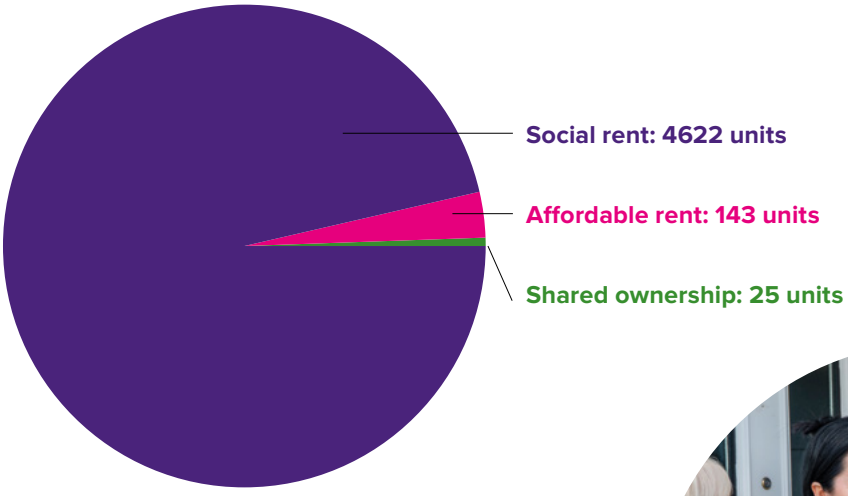
Maintaining building safety

Indicator	Harrow	London Average
Gas safety compliance (BS01)	99.8%	99.7%
Fire risk assessments completed (BS02)	100%	99.3%
Asbestos management checks completed (BS03)	100%	98.0%
Water safety checks completed (BS04)	99.7%	98.5%
Communal lift safety checks completed (BS05)	100%	96.5%
Satisfaction that the home is safe (TP05)	65.2%	68.0%

Responsible neighbourhood management

Indicator	Harrow	London Average
ASB cases per 1000 homes - relative to landlord size (NM01)	30.1	49.6
Hate-related ASB per 1000 homes (NM02)	2.1	0.8
Satisfaction that the landlord keeps communal areas clean and well maintained (TP010)	56.6%	63.1%
Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP011)	55.6%	63.7%
Satisfaction with the landlord's approach to handling anti-social behaviour (TP012)	51.0%	57.9%

Breakdown by type of social rent properties owned by the council (total: 4790 units)



Staff talking to a resident during the Week of Action, carrying out a survey and listening to their priorities

2024-25 highlights

The London Borough of Harrow's corporate plan, titled 'Restoring Pride in Harrow,' outlines key priorities and actions aimed at improving the borough from 2023 to 2026, and within this are a number of commitments called 'Flagship Actions'.

2024/25 Flagship Actions support the borough's 3 priorities and below are the actions that support these priorities:

➜ A council that puts residents first
➜ A borough that is clean and safe
➜ A place where those in need are supported

Ellen and Lewis, Harrow's two graduates in 2024/25

2024/25 London Borough of Harrow Flagship Actions

Among the 30 flagship actions, the following actions fall under housing directorate:

A council that puts residents first

Upgrade more than 200 new kitchens and bathrooms in council owned homes

➜ 211 upgrades

Recruit two graduates as part of the National Graduate Scheme

➜ They developed the Housing Staff Induction Handbook, reviewed the Homelessness and Rough Sleeping Strategy and helped with the DAHA accreditation project
➜ We are delighted that both Ellen and Lewis have now joined Housing Services.

A borough that is clean and safe

Achieve 100% compliance in electrical testing and safety in council housing

➜ 99% compliance.

A place where those in need are supported

Acquire up to 100 additional family homes to provide temporary and permanent council accommodation for homeless residents

➜ 2024/25 acquired 25 new homes
➜ 2025/26 our target is to acquire 70 more homes.

Make housing more affordable in Harrow by delivering over 50 affordable homes built on council sites

➜ Works are well underway to build new homes at Milton Road, Kings Close and Brookside
➜ These homes are due for completion in 2025/26.

Make our council homes and public buildings more sustainable and cheaper to run.

We will do this by:

➜ Retrofitting 80 council homes to bring them up to an EPC C rating
➜ Installing solar panels at council buildings
➜ Installing ground source heat pumps at 2 sheltered housing schemes.

Pilot an offer around digital inclusion for residents which helps them access a range of council services

➜ Housing helped achieve the council goal by offering a digital workshop open to all sheltered housing residents.

Holding us to account

Responding to your complaints

We were pleased to see that you acknowledged we had made some progress in how we deal with complaints, as overall satisfaction increased from 19.1% to 28.3% but we still have a way to go.

The number of Stage 1 complaints increased by 66% (total of 458) so hopefully we have improved at recognising and logging complaints. 14% (64) of these passed to a Stage 2 complaint which is in line with other organisations, and we acknowledge our response times to Stage 2 complaints has to improve. We have set up a fortnightly Stage 2 Panel review meeting to review all Stage 2 responses.

However, responding to complaints within target time has fallen. This may partly be due to the higher number of complaints that we are investigating and doing so in a thorough manner.

Housing Ombudsman Complaint Handling Report for LBH, 2024/25

Performance at a glance

14 determinations	**29 findings**	**22 maladministration findings**
50 orders made	**7 recommendations**	**6 CHFOs**
£7,694 compensation	**79% maladministration rate**	

- ➜ The 'maladministration rate' on the 14 cases determined has reduced to 79% from 93% in 2023/24 which is an improvement.
- ➜ 79% maladministration rate is in line with the rate for other landlords of a similar size and type. This means that based on the 29 findings, LBH was found to be in the wrong 79%.
- ➜ Of the 29 'findings', the majority related to the property condition and how we handled the complaint (total of 22 findings).
- ➜ Of the 50 'orders' made by the HO we ended up compensating 21 complainants and apologising to 11. We have also amended our policies, reviewed 4 cases and carried out staff training and we paid out a total of £7,694 in compensation.

Looking forward

1. We will initiate drop-in complaints sessions 3 x week, where staff can ask questions and receive training. We are hoping this will improve the quality of complaint responses.
2. Robust complaint management monitoring and review meetings will be set up.
3. Introduction of monthly Learning from Complaints.

A service request is when a customer contacts us to ask us to do something to their home or tenancy, for example, a repair. It will not be treated as a complaint but if we fail to carry out the repair, this may become a complaint.

Keeping you informed | Listening to you

Your voice counts

How have we met the standard?

- ✔ We are offering more opportunities to listen to your queries and suggestions for improvements, whether this is through surveys, home visits, webinars or correspondence.
- ✔ We held 60+ Estate Inspections across the borough throughout the year and have grown the number of resident Estate Champions to 20. They have become the eyes and ears on their estate.
- ✔ We aim to keep residents up to date through home visits, letters, rent statements, webpage updates, social media feeds, Housing Matters webinars, the Grange Farm newsletter and Homing In magazine.
- ✔ We have made officers more accessible to you by offering 12 drop-in sessions across the borough.
- ✔ We held our first Housing Week of Action in June 2024 where all housing staff engaged in a doorstep survey and listened to the views of tenants and leaseholders.
- ✔ We held our first Budget Consultation face to face event and online survey in November 2024 and this helped inform our 2025 budget, such as prioritising maintenance of external pathways.
- ✔ Our Residents' Board has read and discussed all major policies, strategies and service standards, recommending valid changes, such as ensuring the maintenance of wet rooms is a council responsibility.
- ✔ We ran 10 planned Investment consultation events across the borough throughout the year in relation to major works.
- ✔ On Grange Farm estate, which is being regenerated over a 10-year period, we hold monthly resident meetings, work with external partners to provide surplus food and regular activities and issue regular newsletters.

Looking forward

1. We continue to involve residents and recognise their valuable contribution.
2. We will continue to listen to residents through our summer Week of Action.
3. We will continue consulting tenants and leaseholders on their priorities for investment going forward.
4. We will consult sheltered residents on the use of sheltered communal lounges.
5. We will be launching a new scrutiny group in 2025, and ask them to choose the areas for review.

One of our planned investment consultation events

Getting to know residents better through the Week of Action door knocking exercise

Thank you event in June 2025 for volunteer residents who get involved

Maintaining your home

Improving your home and estate, including energy efficiency

The Decent Homes Standard is the minimum level of safety and quality that social homes must meet. As at March 2025 over 97% of our council homes meet this standard, up from 93.1% last year. At March 2025, 34% of council homes have an EPC rating of C+ or above.

However, this picture is changing due to our rolling programme of stock condition checks - over 2,947 stock condition surveys have been completed by the end of November 2025 and this has provided us with a greater understanding of the condition of our housing portfolio, which will enable us to programme in the necessary works to ensure a high standard of homes for our residents.

Residents told us as part of the budget consultation that replacing windows and roofs are key to helping prevent leaks and reduce energy costs, and this has been a major focus for investment works, especially for our older residents living in sheltered schemes.

As part of our decarbonisation programme, up to October 2025, 71 out of the 200 planned Council Home Retrofits have been upgraded for energy savings and comfort and to give us more up to date data, EPC testing began alongside the stock condition surveys on 15 September 2025.

April 2024 to March 2025 we completed:

- ✔ A ground source heat pump at Alma Court and Meadfield Sheltered Schemes (60 flats)
- ✔ Cornell House Sheltered scheme roofing: (30 flats)
- ✔ Solar canopies in the gardens of seven council homes
- ✔ Greenford Road Lateral mains: (10 flats)
- ✔ Pinner Green new roofs (14 flats)
- ✔ Tregenna Court, Arundel Court and Park Gates new roofs: (45 flats)
- ✔ 2-storey fire doors: (140 flats approx)

The ground source heat pump being installed outside Alma Court Sheltered Scheme

A resident at Mountside, enjoying their new window

Looking forward

Due for completion in the coming months:

- ✔ Stock condition surveys to 100% of our council properties
- ✔ 211 decarbonisation home upgrades
- ✔ Tapley Court Sheltered Scheme roof works (30 flats)
- ✔ Amy Johnson Court Sheltered Scheme – roof renewal and enveloping works (15 flats)
- ✔ Install a gated entry at Belmont Lodge and Harkett Court Sheltered Schemes
- ✔ Install air combination boilers at Tapley Court and Grahame White House Sheltered Schemes (60 flats)
- ✔ 50-53 Milman Court: roofline works, communal areas and front entrance door (4 flats)
- ✔ Beatty Road: roofline works (81 flats) and Byworth House (6 flats)
- ✔ Mountside 4 blocks: enveloping works, roof, door entry, communal decorations and lateral mains (26 flats)
- ✔ A 3-year doors and windows replacement programme to 198 dwellings
- ✔ 220 properties will have achieved or sustained compliance with the Decent Homes Standard through planned investment and timely maintenance interventions
- ✔ Street roof renewal for 27 properties
- ✔ The Heights – roof renewal and downpipes to all 3 blocks and external decoration (16 flats)
- ✔ Bancroft Gardens – we have completed a pilot involving 4 houses for enveloping and associated works in 2024/25 and now we are undertaking external wall insulation works to the remaining 25 properties.

Number of completed replacement kitchens and bathrooms in 2024/25

Completion date	April 2024-March 2025
Kitchens	104
Bathrooms	28
Toilet	29
K & B/B & T/K,B & T	50
Total properties with improvements	**211**

Aids and Adaptations to enable independent living

In 2024/25, the Aids and Adaptations team made a significant and positive impact on the lives of disabled and vulnerable council residents. Over the year, we successfully delivered 53 home adaptations, investing £650,000 and fully utilising the allocated Housing Revenue Account (HRA) budget. Every penny was directed towards improving accessibility, safety and independence for those who need it most.

Completed adaptations included level-access showers, stairlifts, ramps, through-floor lifts, chair lifts and hoists, all designed to remove barriers within the home and support residents to live with dignity and confidence. These works extend far beyond physical alterations; they represent empowerment and enable individuals to remain safely and comfortably in their own homes.

Looking ahead, we already have a substantial pipeline of committed cases for the new financial year. In response to increasing demand, we are pleased to confirm an uplift to our annual budget for 2026, ensuring continued delivery of these essential services. Alongside this, plans are progressing to expand our contractor base, which will help streamline processes and accelerate delivery times ensuring residents receive timely support.

A fully adapted bathroom

Maintaining your home

Improving our repairs service

The United Infrastructure team working at the London Borough of Harrow office

Quote from resident, Sandymount Avenue, Stanmore (source: UL feedback)
"Fabulous, could not be better, very nice workman, did a good job, cleaned up after himself, a credit to your company and was on time after he rang to say on his way"

As we continue to invest in our resident homes, we would expect to see a reduction in the need for reactive repairs.

We have come a long way in the last year, with our principal contractor, United Infrastructure (formally United Living). We are pleased to be working collaboratively, with regular co-locating at our Harrow Council Hub. This ensures a closer working relationship, ensuring a swifter overall delivery.

April 2024 to March 2025

1. Reduction in repairs work in progress, i.e. from June 2024 to January 2025 United Infrastructure accumulated approximately 3000 open/incomplete work tasks and we reduced this to 1214 by March 2025. Moving forward our target is around 980 work tasks which equates to three weeks of demand.
2. Visibility of works being raised to all contractors. Pre December 2024, we did not have actual time visibility of works raised to our contractors. Now all works are tracked. Our objective is to have all tasks raised and issued through our job management system (Cx) with daily reports on all tasks issued.
3. Improving communication with residents via regular text messages. SMS or text messages is a popular choice for residents, therefore United Infrastructure has enhanced how they communicate by SMS, by automating various outcomes, such as: a 24-hr reminder, on the day reminder, on route notification and completion satisfaction request.
4. Triaging emergency orders by United Infrastructure to minimise unplanned disruption for routine appointments if an emergency is not required.
5. We have reduced our no access rate for standard repairs. United Infrastructure will attempt various timeframes of contact before arranging an appointment as we appreciate circumstances vary.
6. We are analysing 'neutral' satisfaction responses given to United Infrastructure. Any response scoring less than 85% is deemed as dissatisfied and United Infrastructure investigate every response to understand areas of improvements and trends.
7. To improve closer working, United Infrastructure staff are working at the London Borough of Harrow Hub at Forward Drive.

Looking forward

- ✔ We will be rolling out the new Repairs Charter with new, achievable priorities around dealing with emergencies and incorporating changes to dealing with hazards and damp and mould and ensuring we meet regulatory and legal requirements.
- ✔ Together we have employed additional resources with specific skill-set to assist with the more complex cases, which is seeing a reduction in waiting times for tasks such as surveys and repairs. As well as additional surveyors and supervisors, we have also added additional skilled trades, such as plumbers and carpenters.
- ✔ We expect to see full integration for our CRM (Customer Relations Management) system with United Infrastructure later in 2026, which will make monitoring performance much easier.

As an overview, the council undertakes about 76,000 tasks a year aligned with reactive repairs, planned repairs, compliance and building safety.

Maintaining your home

Tackling damp and mould

Quote from resident, Chichester Court, Stanmore (source: UL feedback)
"The mould proofing was an excellent service, and I discovered issues that I didn't realise were present. Staff were polite, knowledgeable and professional. Had mould treatment in last Harrow council property in Rayners lane and this was vastly improved".

Through 2024/25 there have been many developments in the way the council recognises the notifications from residents regarding damp within their homes. Processes have now been implemented to ensure that all notifications are responded to in a timely manner. The council does recognise that we cannot solution all the causes of damp generated from the age profile of our stock. However, we do recognise the need to react to the management of the effects of damp within our residents' homes.

Working closely with our specialist contractors we aim to deliver above the current damp and mould standards. As a minimum we adhere to the standards set within Awaab's Law. Here is a summary of Awaab's Law.

Awaab's Law

Awaab's Law Phase 1 comes into effect in October 2025 and we are preparing our service accordingly. The law, named after Awaab Ishak who died from a respiratory condition caused by mould, aims to hold social landlords accountable for providing safe housing and will be phased in, covering additional hazards in 2026 and 2027.

Awaab's Law requires social landlords to address hazards like damp and mould in tenants' homes within prescribed timeframes. From October 2025, landlords must investigate and fix emergency hazards such as gas leaks within 24 hours and respond to damp and mould hazards within the prescribed deadlines. Future reports will cover this area in more detail.

Key points

- **Emergency hazards.** Landlords must investigate and make repairs to immediate risks within 24 hours and provide tenants with a written summary within 3 working days of that investigation. Some examples of emergency hazards are gas leaks, exposed electrical wires, unsecure external doors or windows, major leaks.
- **Significant Hazards.** For damp and mould, landlords must investigate within 10 working days and provide residents with a written summary within 3 working days of that investigation. The council will investigate within 5 working days in line with a P2 repairs request.
- The clock start's ticking the moment the council are made aware, that includes anyone who is working on behalf of the council such as a third-party contractor (asbestos surveyor, gas engineer etc).
- The law sets strict deadlines, meaning landlords cannot delay action on reported hazards. The law is a part of the Social Housing (Regulation) Act 2023 and gives tenants the ability to take legal action if their landlord fails to comply with these new rules.
- While phase one focuses on damp/mould and emergency hazards, the law will extend to cover a broader range of housing hazards in 2026 and 2027.

You can report damp and mould repairs to:

www.harrow.gov.uk/dampandmould
020 8901 2630

The full guidance can be read online:
www.gov.uk/government/publications/awaabs-law-guidance-for-social-landlords

Keeping you safe

Keeping you safe

The safety of your home is our top priority, and we were delighted to have been a joint top performer among London Authorities in 2024/25 for carrying out Fire Risk Assessments, Asbestos management and Communal Lift safety checks.

Our Regulatory Notice from April 2023 was formally lifted at the end August 2025 by the Regulator of Social Housing. Our performance for year ending March 2025 was 99% for EICR (electrical) checks and 99.7% for water safety checks.

April 2024 to March 2025

- ✔ Completed the implementation of a fully automated compliance platform (C365). All compliance testing is scheduled, and all certification is quality checked.
- ✔ Carried out 195 Fire Risk Assessments.
- ✔ Developed internal process maps for all areas of compliance.
- ✔ Published 6 compliance policies on the website.
- ✔ We made it easier for you to access safety documents relating to your home.

Looking forward

- ✔ Programme to replace self-closers at sheltered schemes.
- ✔ Further improvements to the compliance platform C365.
- ✔ Creating a full suite of additional policies and processes to fill gaps and keep up with new legislations.
- ✔ Increase visibility of the health and safety works we do in our buildings.

Residents and officers attending one of the Collaboration Group workshops to scrutinize housing services

Thriving Neighbourhoods | Thriving Communities | Working Well With Our Partners

Improving your communal and green spaces

April 2024 to March 2025

- ✔ Enhanced the use of Photobook by adding schedules and photographs to document caretaker activities, supervisor inspections, and quality grading, enabling better service monitoring across estates.
- ✔ Successfully rolled out Estate Champions with 20 Champions covering 16 estates across Harrow.
- ✔ Published more estate inspection reports on the website, and residents are very welcome to join staff and local councillors on these inspections.
- ✔ Drop-in sessions increased this year, held 12 during this period – where housing staff address residents' issues.
- ✔ Established welfare facilities at Alexander Avenue, Holsworth Close, and Wood Close, with an additional facility planned at Brookside Community Centre in spring 2026.
- ✔ Reviewed leases to optimise community centre usage and revenue opportunities
- ✔ Partnered with local charity My Yard at Northolt Road Community Centre to deliver activities, meals, and resident support services.
- ✔ Supported My Yard at Grange Farm by subsidising hire costs for the community centre, enabling programs such as Parents Club, Men's Club, youth activities, and a resident-led Saturday Warm Hub.

Looking forward

- ✔ Develop and publish our Estate and Neighbourhood Strategy.
- ✔ Introduce an estate improvement fund accessible to Estate Champions, residents and officers.
- ✔ Reopen community centres at Marsh Road, Pinner and Bede Anandappa Centre for local use.
- ✔ Continue collaboration with Harrow Giving and Romanian Culture and Charity Together (RCCT) to operate Kenmore Park Community Centre for resident hire.

MyYard Christmas Party at Northolt Road Community Centre in December 2024

Grange Farm phase 1 Meet Your Neighbour event in July 2024

Grange Farm estate inspection with officers and residents

Anti-social behaviour (ASB)

Since 2022 we are recording more antisocial behaviour cases. This has been contributed to by our new management and recording practices. The new CRM system implemented in July 2025, along with other changes, means that we expect more ASB cases to be created, due to increased auditability and enhanced record keeping process.

- ✔ The resulting data will help shape future approaches, which will increase our ability to tackle antisocial behaviour, especially for repeat victims, perpetrators and identifying locations.
- ✔ We work closely with our colleagues in Community Safety Team who address antisocial behaviour perpetrator by non-council tenants and that occur in their public spaces.
- ✔ Our renewed approach supports identifying risk with a person-centred approach, early intervention, enhanced joint-working with statutory and voluntary partners, use of tenancy, litigation and informal actions with the aim of managing the impact of antisocial behaviour in our communities.
- ✔ Through investigating anti-social behaviour, we will work with victims and communities to find ways in managing antisocial behaviour and it's impact. This can include safeguarding support, advice, diversion and working with perpetrators to address the root cause of their behaviour.
- ✔ Your support and the information provided will greatly help us understand the problem behaviour and increase ways we can manage and resolve antisocial behaviour.

April 2024 to March 2025

- ✔ There were 144 ASB reports during this period. Multiple ASB reports can relate to a single case, which is why the number of reports is higher than the number of cases managed.
- ✔ We employed temporary security guards (with dogs) on Grange Farm estate and Pinner Grove over the 2024 Christmas period.
- ✔ We work closely with Cranstoun, a specialist organisation, who assess, support, provide refuge and help move on people experiencing domestic abuse.

Looking forward

- ✔ We will recruit an Anti-social Behaviour Co-ordinator to deal with high level ASB cases, guide housing officers on lower-level cases and lead on hate crime and domestic abuse cases.
- ✔ Review and publish the Anti-social Behaviour Policy, create a Noise Policy and a Good Neighbour Guide.
- ✔ Now working towards achieving Bronze level DAHA (Domestic Abuse Housing Alliance) accreditation. Part of this journey is to update our Domestic Abuse Policy and recruit and train Domestic Abuse Champions.

Supporting tenants

Supporting tenants, leaseholders and shared owners

Housing services is here to support tenants to maintain and sustain their tenancies and live comfortably and safely in their homes. We set out to treat everyone with respect and fairness and make sure our services are easy to access and meet people's needs.

We know that people's circumstances are different and it's important that we recognise this when we deliver our service.

April 2024 to March 2025

- ✔ We carried out 1008 face to face tenancy audits and 1008 home visits to tenants with needs to ensure services are being accessed to support quality of life.
- ✔ Income officers carried out 218 home visits to support tenants with rent arrears.
- ✔ The tenancy audits have helped us to get to know you and, in some instances, have prevented subletting, identified fraud, and enabled mental health referrals where needed. We also use these home visits to report cases of damp and mould.
- ✔ We carried out 351 door stop conversations with households across 9 estates at the end of June 2024 as part of our Week of Action. This helped us update contact information; next of kin; identify support that was needed for vulnerable residents; identify possible fraud and we learnt of some requests from tenants wishing to move to a smaller property.
- ✔ We are working in partnership with Citizens Advice Harrow to help residents sustain their tenancies with 90 referrals.
- ✔ Utilised the Hardship Support Fund to help council tenants to sustain their tenancy. We credited £50,000 to rent accounts, helping 215 households.
- ✔ The council's rent arrears was 3.45% at the end of March 2025, one of the lowest levels in London.
- ✔ Sheltered Scheme Co-ordinators partnered with Public Health to deliver a digital training pilot in three sheltered schemes in January 2025.
- ✔ Scheme Co-ordinators carry out daily health and safety checks on every sheltered scheme and communal repairs are raised immediately. In addition, 88% needs risk assessments were completed for all sheltered residents.
- ✔ The Corporate anti-fraud team (CAFT) recovered 11 council homes that were being used fraudulently and rejected two Right to Buy applications.

Looking forward

- ✔ We are developing the role further of our Financial Inclusion Officer to provide advice about all potential benefits and to make referrals to Citizens Advice Harrow for debt advice.
- ✔ Housing Perks discount scheme to be launched.
- ✔ Working smarter by rolling out service charges to Leaseholders using our housing IT system.
- ✔ Reduce Leaseholders outstanding debts.

Top tip

To report fraud
✆ 020 8424 1834
✉ fraud@harrow.gov.uk

A home that meets your needs | Making best use of our homes

Providing homes for people who need them

We need to ensure that we are making the best use of the housing available to meet a range of needs and try and increase the supply of both private rent and affordable housing in the borough. Demand for social housing outstrips supply with 2121 households on the Housing Register at end March 2025 and current lettings in LBH meets around 13% of total demand.

April 2024 to March 2025

Demand for homes

1. Received 1,570 homeless applications this year, a 7% uplift from the previous year.
2. We housed a total of 180 households in social housing:
   - dwellings let to existing social tenants – 21
   - dwellings let to new tenants to social housing – 150
   - dwellings let through mutual exchange – 9
3. Homelessness prevention and solution: the team achieved a prevention rate of 67.3% in March 2025.
4. **Emergency accommodation (nightly paid accommodation):** Reduced the number of families in shared accommodation for more than 6 weeks to 10 households as of end March 2025.
5. **Temporary accommodation (private rented accommodation):** 1361 households were living in temporary accommodation at end March 2025
6. **Rough Sleepers:** The "number of verified rough sleepers" in the borough for 2024-25 was 113.
7. Published our Homelessness and Rough Sleeping Strategy in May 2025.

Supply of homes

1. We have achieved our target of purchasing 25 homes in 2024/25 for housing families in need. These are all in the borough and mainly comprise 2-beds and 3-beds.
2. Since November 2024 to November 2025, working with BEAM, we have helped to find suitable private rented accommodation for 29 families in need.
3. We recovered 11 council homes with the help of the CAFT team, either because they had been unlawfully sublet or were not occupied as their principle home and the council rejected 2 Right to Buy applications.
4. Enabled 9 mutual exchanges to take place.
5. We helped 27 households to move to a smaller home, freeing up homes with 2 or 3 bedrooms.
6. Met the void target with an average re-let time of 53 days to turn a property around. And we have reduced the no. of void properties we are working on, i.e. in November 2024 we had 76 open, being-worked on void properties and at end April 2025 we had 8 properties.
7. We carried out an options appraisal looking at pockets of housing land we can build council homes on which are currently being reviewed.
8. A process document has been created to formalise the handover of new build homes to the Housing team.
9. Creation of a comprehensive Employer's Requirements Document which ensures new build properties meet our standards in design, functionality, and long-term maintenance.

Looking forward

- ✔ Looking to supply 50 new affordable homes.
- ✔ Continue to purchase an additional 45 properties.
- ✔ We continue to work with tenants regarding downsizing to another home.
- ✔ We look forward to offering a ‘grant to move’ if a council tenant meets eligibility and is willing to give up their council tenancy and move into home ownership (buy their own property).

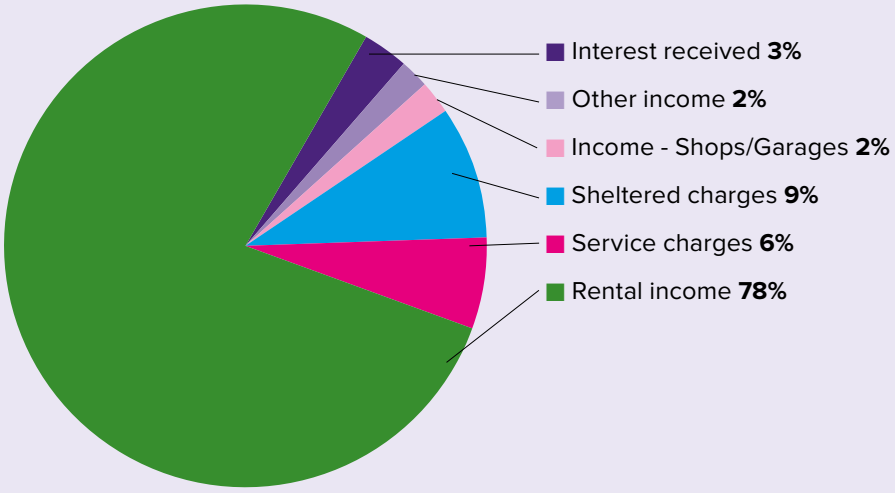
Five new affordable homes built at Kings Close

How we spend your rent and service charges

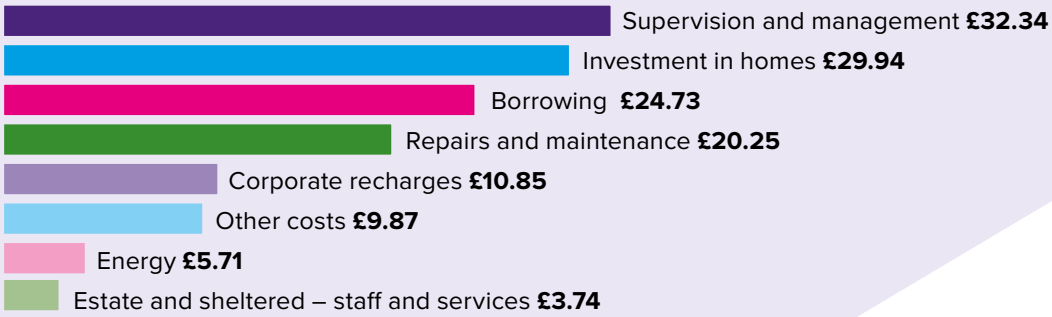
The council keeps a separate account of income and expenditure for managing the housing stock and providing housing management services. This is known as the Housing Revenue Account (HRA).

The main sources of income are rent and service charges from tenants and leaseholders.

Income sources 2024/25: where our total income of £44.7 million comes from



Average rent per week (£137.43) – how it is spent



For housing enquiries:

www.harrow.gov.uk/housing

020 8901 2630

Back cover

Top: Grange Farm phase 2a regeneration – 45 new homes planned for delivery in 2027

Middle: New homes at Milton Road have been completed, and 12 families have moved into their new social housing homes

Bottom: Five social housing homes have been completed at Kings Close, Honeybun estate

Front cover

Top: Major improvement works almost complete at Mountside, Harrow Weald

Middle: Residents telling staff their priorities for housing services as part of the Budget Consultation Forum in October 2025

Bottom: Sheltered housing residents enjoying the Easter Bonnet Competition on 17 April 2025

LONDON BOROUGH OF HARROW