

Housing Services

End of year annual report
1 April 2024 – 31 March 2025



Welcome and introduction

Councillor Dr Tim Barrett, Chair of Housing, Health & Community Committee.



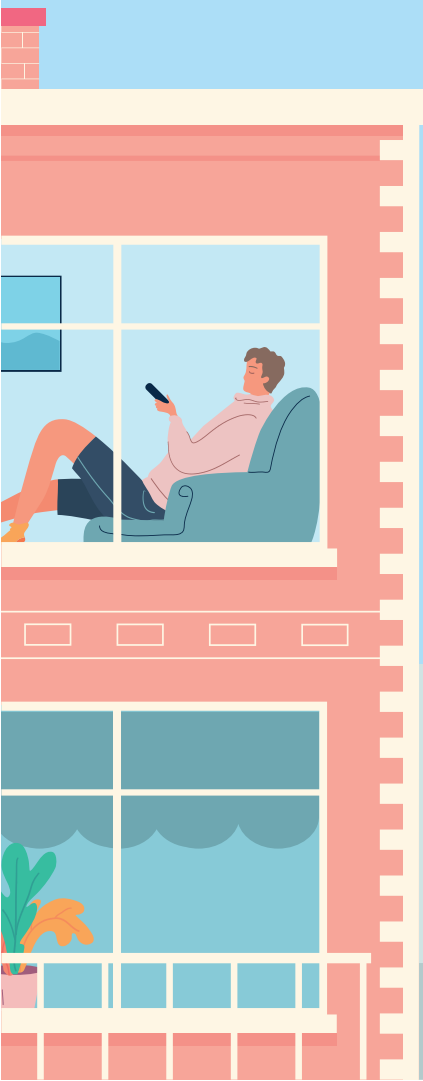
Welcome to our Annual Review and Report to Brentwood's Housing Residents for the year 1 April 2024 to 31 March 2025.

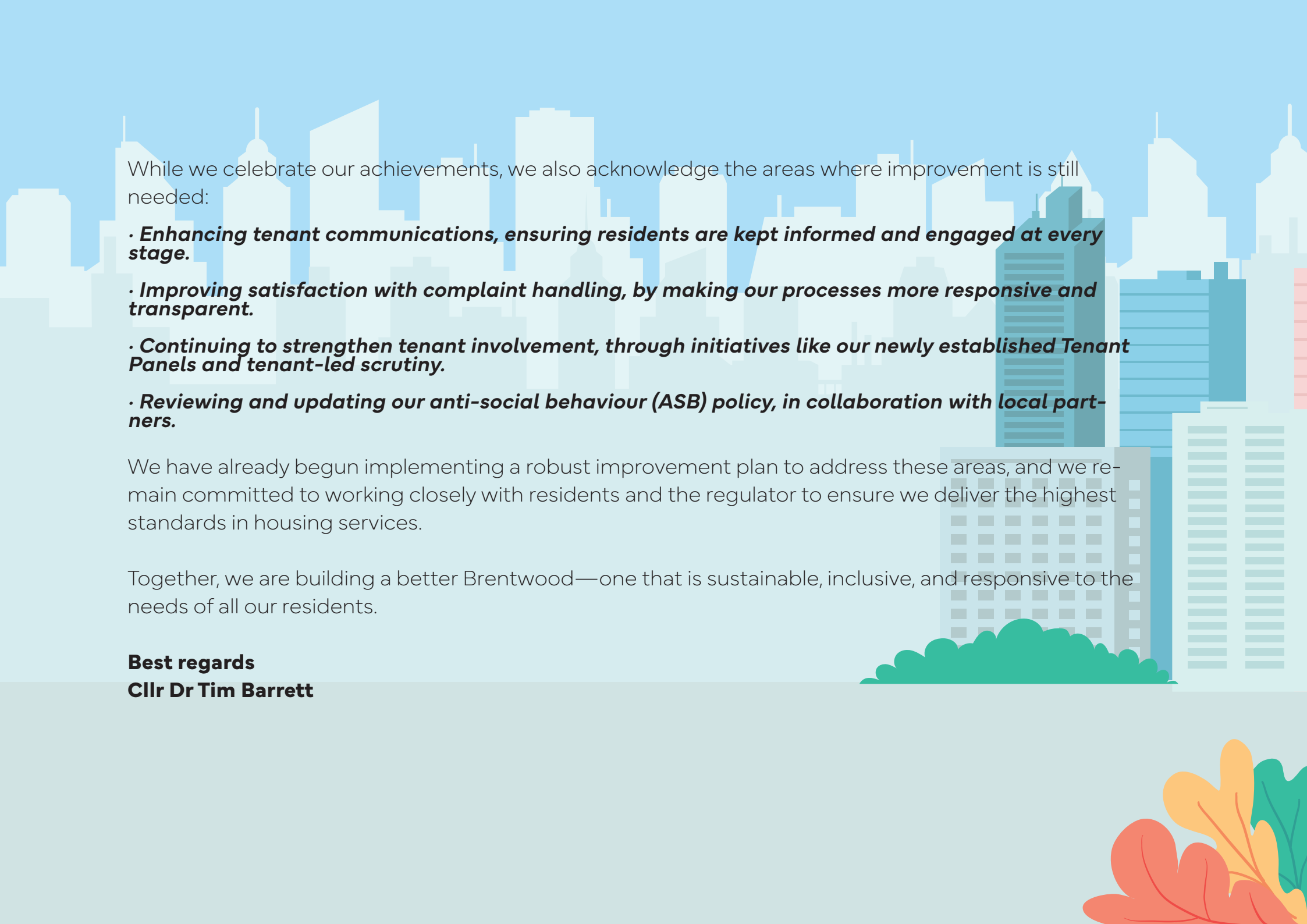
This year has marked another period of strong progress and transformation. We've continued to enhance our estates management processes and achieved significant milestones in delivering high-quality services and improving the living environment for our residents. These accomplishments have been made possible through the dedication of our housing team, the commitment of our officers, and the valued support of our residents.

A major highlight this year was the positive judgement received from the Regulator of Social Housing. Brentwood Borough Council was awarded a consumer grading of C2, the second-highest rating, confirming that we meet most of the required standards for governance, financial viability, and service delivery. This recognition reflects our ongoing commitment to transparency, accountability, and delivering good quality services for our residents. It's a proud moment that reinforces our focus on continuous improvement and resident-centred service.

We've also made substantial progress on our Strategic Housing Development Programme. Construction is now underway at Brookfield Close, where demolition has been completed to make way for Brentwood's first council-led 'zero carbon' housing scheme. This development will deliver 62 new homes, a new play area, and an outdoor gym.

We've set new standards for the quality of our housing stock, launching targeted programmes to address areas of greatest concern. Our investments are focused on sustainability and energy efficiency, helping to reduce environmental impact and ease cost of living pressures for our residents.





While we celebrate our achievements, we also acknowledge the areas where improvement is still needed:

- ***Enhancing tenant communications, ensuring residents are kept informed and engaged at every stage.***
- ***Improving satisfaction with complaint handling, by making our processes more responsive and transparent.***
- ***Continuing to strengthen tenant involvement, through initiatives like our newly established Tenant Panels and tenant-led scrutiny.***
- ***Reviewing and updating our anti-social behaviour (ASB) policy, in collaboration with local partners.***

We have already begun implementing a robust improvement plan to address these areas, and we remain committed to working closely with residents and the regulator to ensure we deliver the highest standards in housing services.

Together, we are building a better Brentwood—one that is sustainable, inclusive, and responsive to the needs of all our residents.

Best regards
Cllr Dr Tim Barrett



Our vision and priorities

In Brentwood we have just under 2,500 council owned homes and 470 leasehold homes. Of our 2,500 homes, 393 of these are dedicated to older persons independent living.

Managing these properties is no mean feat and in 2024/2025 we saw over 10,500 repairs pass through our partnering contractor for repairs and maintenance, Axis Europe.

Our vision and priorities for 2025/26 are resident focused and ensuring all possible opportunities to help shape and develop our services are available. It is important to us to engage with residents however, the way we do this doesn't always seem to be what tenants want from us.

In 2025, we will be conducting a survey to gather more information on the methods of communication residents want and take on board any suggestions for engagement opportunities.

Our aim is to:

To give all tenants and leaseholders an active voice in decision making about their homes



To ensure Council-owned properties and estates are well managed and maintained



To deliver more affordable housing to meet the needs of our local community



We are particularly proud that during this year and through challenging financial times for everyone, the team has delivered a number of priorities. These include;

- ✓ Over 90% representative stock condition surveys of dwellings.
- ✓ 100% stock condition survey of blocks.
- ✓ Delivered a £8million capital investment programme to existing homes.
- ✓ Improved our Homeless prevention which has reduced our Temporary accommodation placements.
- ✓ Launched our Estates Panel as part of our Tenant Talkback Structure.
- ✓ Delivered several engagement events for residents including 'The Big Clean Up', Fish and chips lunches in independent living and quarterly resident meetings.
- ✓ Completed 100% of Estate inspections at year end ensuring safety within our estates.
- ✓ Completed a Grounds Maintenance review to improve services to residents and the overall look of our estates.



Lettings and Housing Register

Lettings

The number of social housing lettings in 2024/25 was 126, of which 77 are lettings to general needs and 49 to sheltered.

126

Housing Register

515

Total of 515 live applications, of which 262 are new applicants to the housing register and 253 are existing tenants on the transfer register.

Losing your home (Eviction)

2

While it is always our aim to keep people in their homes and eviction is a last resort, we have carried out 2 evictions for rent arrears.



Re-Letting

The average time taken to re-let homes is 48 days.

15

Mutual Exchanges

15 mutual exchanges completed in year.

Complaints



Stage 1 received

126



Stage 2 received

30



Complaints escalated to the Ombudsman

3

Number of repairs completed



10,710

Temporary Accommodation

The number of households in Temporary accommodation at year end was 30.

Tenant Satisfaction Measures

Section	TSM Code	TSM Measure	Overall 24/25	Overall 23/24
Overall satisfaction	TP01	Overall satisfaction.	57.8%	56.9%
Keeping properties in good repair	TP02 TP03 TP04	Satisfaction with repairs. Satisfaction with time taken to complete most recent repair. Satisfaction that the home is well maintained.	64.3% 65.1% 59.8%	63.3% 61.5% 53.5%
Maintaining building safety	TP05	Satisfaction that the home is safe.	69.8%	65.8%
Respectful and helpful engagement	TP06 TP07 TP08	Satisfaction that the landlord listens to tenant views and acts upon them. Satisfaction that the landlord keeps tenants informed about things that matter to them. Agreement that the landlord treats tenants fairly and with respect.	47.6% 59.2% 65.5%	45.6% 52.0% 62.3%
Effective handling of complaints	TP09	Satisfaction with the landlord's approach to handling complaints.	25.6%	24.9%
Responsible neighbourhood management	TP10 TP11 TP12	Satisfaction that the landlord keeps communal areas clean and well maintained. Satisfaction that the landlord makes a positive contribution to neighbourhoods. Satisfaction with the landlord's approach to handling anti-social behaviour.	52.8% 54.9% 54.3%	53.5% 48.5% 50.3%

This year we have adopted a more robust and proactive approach to damp, mould and condensation related reports. A condensation and mould task force was implemented with dedicated individuals at both Axis and Brentwood Council working to an agreed process to determine the right approach to tackle the issues residents have in their home.

Damp and Mould

Damp and mould is predominantly seasonal, peaking from October to February when the colder periods are upon us.

Our website has been updated with further informative information, guidance and videos on how to report, tackle and prevent condensation.

<https://www.brentwood.gov.uk/damp-and-mould>

We proactively sent an informative letter to all tenants who had reported issues the year before with links for guidance and help. Surveyors who attend cases have also been providing leaflets and hygrometers to help with self-monitoring. We have specialist damp companies who undertake surveys, on request, and contractors who assess and install specialist ventilation systems, as and when needed.

We have completed a full stock condition survey of all our properties where we have been given access. All mould and damp issues reported via the independent surveyors have been reported to Axis and orders raised which are nearly all attended and completed.

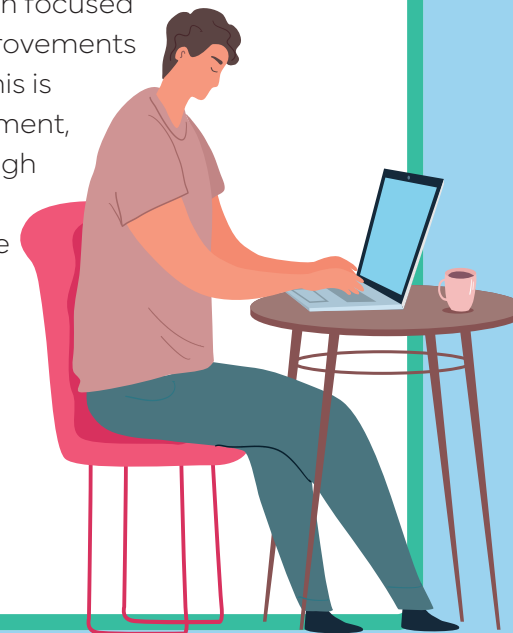
We monitor progress of damp and mould cases and identified trends monthly. During 2024-25 we received 632 reports of water ingress, damp, condensation or mould in which most cases were very minor and treated on attendance. Properties which have reoccurring issues are then visited by a supervisor or surveyor to ascertain what further actions can be taken such as increased ventilation, guidance, drylining or heating system checks.

Complaint Handling

The Housing department has taken a proactive approach to enhancing how we handle complaints. By continuing to collaborate closely with our Customer Services team, we've delved deeper into the patterns and insights emerging from formal complaints.

There has been an increase in the number of complaints, however, this reflects our commitment to ensuring that all expressions of dissatisfaction are formally recorded and closely monitored.

When recurring themes are identified, our officers respond by delivering staff with focused training and introducing targeted improvements to strengthen specific service areas. This is part of an ongoing journey of improvement, with progress regularly reviewed through our internal performance meetings to ensure we stay on track and responsive to residents' needs.



Maintaining our homes

We have continued to improve our call handling this year, reducing the time resulting in our residents not having to wait long to report their repairs.



10,710 repairs were completed (8,122 general repairs and 2,588 gas)

**Average time to
complete a repair**

12
days

**Average time to
complete gas repairs**

4
days

**16,358 Number of
calls completed**



We know we still need to improve upon our communication about repairs with residents, and we are working with Axis to put changes in place.

Our upcoming resident survey on communication methods will help us shape this further.



What have we done?

The Planned Works team have been very busy delivering the £8 million planned works programme. Our priority has continued to be health and safety for our residents, but we have also started to deliver external refurbishment programmes to houses and blocks.

144 houses received cyclical external refurbishments

176 CCTV cameras installed across our housing estates across the borough

9 blocks received new door entry systems including replacement communal access doors

179 house - new external doors

12 kitchens

9 bathrooms

2 sprinkler systems installed to a high rise building and independent living .

1 new mobility scooter store

5 blocks - external/communal block refurbishment including FRA works

66 properties had guttering improvements

107 flats had fire doors installed

105 energy efficient boilers installed

49 properties received aids and adaptations



Compliance Dashboard

Performance from 2024/2025

Water Hygiene

100%
Blocks
99.33%
Homes

0%

50%

100%

1218

Fire Risk Assessment Actions

685

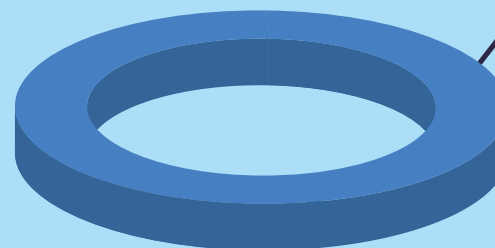
533

600
500
400
300
200
100
0

Total

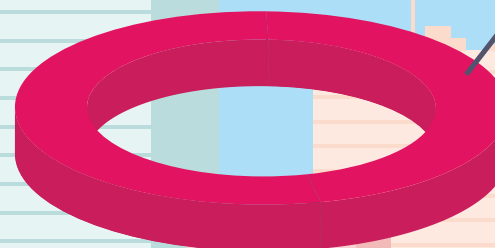
Complete

Incomplete



100%
Completed

Passenger Lifts



100%
Completed

LGSRs (Gas Safety)
Homes

EICR - Electricity Safety

☒ Blocks

☒ Homes

☐ Homes with no access
= 0



100%



100%

Asbestos Management

☒ Commercial

☒ Homes

☐ Homes with no access
= 329



100%



86%

What does each compliance area mean?

Water Hygiene

Blocks - We must ensure a risk assessment is completed where there is shared cold water supply that serves multiple properties. This is generally flats within a block. This applies to 108 blocks across the borough.

Homes - It is best practice to complete a risk assessment of hot and cold water supply that serves individual homes within these blocks. This affects 988 homes.

Gas Safety

Our legal responsibility as your landlord is to ensure an annual landlord gas safety record (LGSR) is completed in each property where there is a gas supply.

You will receive a copy of the Landlord Gas Safety Record in the post 28 calendar days after it has been completed, subject to postal schedules.

Fire Risk Assessments

We complete Fire Risk Assessments on a rolling programme, either annually or every 2 years, dependant upon the size of the building. From these risk assessments, recommendations are assigned to different teams within Housing. Most of the incomplete actions are work that is due to be completed as part of our planned works investment programme.

Asbestos Management

Once a year, we must undertake an asbestos management survey in the communal area of each residential block of flats to identify if there is any asbestos containing materials and the condition of this. For homes it is best practice to complete an asbestos management survey to identify if there is any asbestos containing material in case of any disturbance in these areas from DIY. There is a high number of homes where we have not been able to gain access to complete this survey.

Electrical Safety

Our duty as your landlord, is to assess the condition of the electrical supply from the consumer unit across our communal buildings and dwellingsevery 5 years to ensure the installation meets current electrical regulations and is compliant.

Passenger Lifts

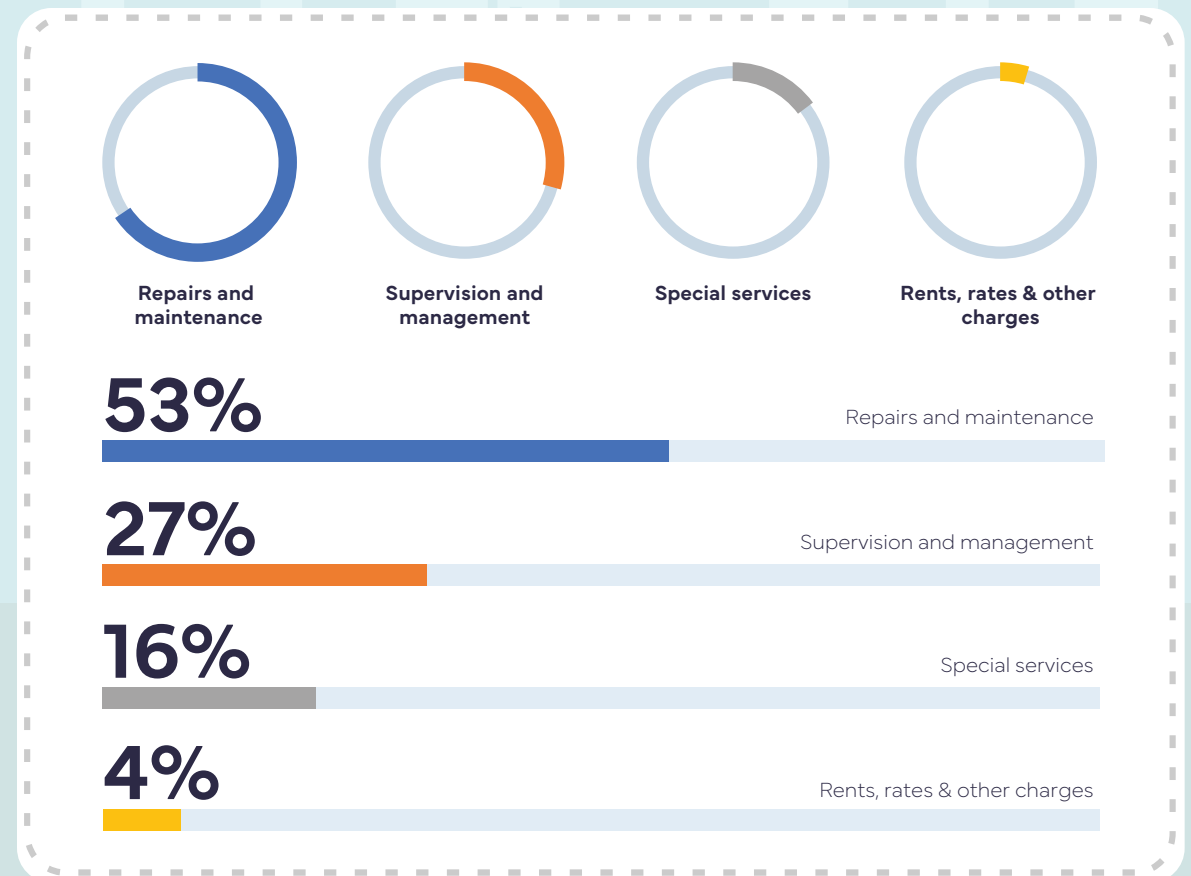
We have 12 passenger lifts serving 9 blocks across the borough. We inspect these monthly to assess the condition of the lift components. We are aware there have been several breakdowns in lifts recently which have caused disruption for residents. Due to this, we have pulled forward our refurbishment programme for all effected lifts and these will now be completed in 2025/2026.

Finance Overview

A question we are frequently asked is where does my rent go? The below chart shows a breakdown of how all income to the from your rent is distributed. The only income we receive is from rents and service charges and 100% of this is reinvested into the Housing Service.

The vast majority of this income goes towards, general repairs to property, major works and improvement works, upgrades to kitchens, bathrooms and doors etc.

However, there are also elements of the finances which are used for management costs such as staffing and contracts to assist us in delivering services. A small element is also allocated for running costs of the various offices/work spaces we have in the borough to ensure we are on site and available to residents more easily.



Brentwood receives positive judgement from social housing regulator

Brentwood Borough Council has been awarded a consumer grading of C2 by the Regulator of Social Housing (RSH) – following an extensive inspection which took place in March this year. The RSH sets the standards which social landlords, including local authorities, must deliver to ensure tenants experience high quality homes and services. The purpose of the inspection was to measure how well the council is meeting the four standards – neighbourhood and community, safety and quality, tenancy, and transparency, influence and accountability. A C2 rating – the second highest available – means that Brentwood Borough Council is delivering most of the requirements and identifies some areas where improvement is needed.

Our Director of Housing, Lauren Stretch had this to say about the positive Judgement: "We are pleased to see that the Social Housing Regulator recognises the improvement journey that we are on. We know there is more work to be done, especially ensuring that these changes are made alongside our residents, so their voice is always heard on decisions about their homes."

For more information on the performance of the Housing department, you can visit <https://www.brentwood.gov.uk/housing-performance>



Resident Engagement

Honouring VE DAY with sweet remembrance

On the 8th May 2025, we marked Victory in Europe (VE) Day by delivering specially made cupcakes to our residents within our independent living schemes, in remembrance of this historic occasion. VE Day, observed each year, commemorates the end of World War II in Europe and honours the courage and sacrifice of those who served and supported the war effort.

Our cupcake deliveries were a small but heartfelt gesture to celebrate peace, express gratitude and remember the bravery that shaped our history. It was a joy to see the smiles on residents faces as they received their treats – a simple moment of connection that reflects an enduring spirit of community and remembrance.



A day of
remembrance
that brought the
community together

In addition, within our independent living schemes, quarterly resident meetings were held with attendance from officers at all levels to discuss concerns, reassure residents on the safety of their block and each block was gifted garden furniture or other items for the block at resident request.



Resident Engagement

What a difference it makes

In September, 30 officers from Brentwood Council's Housing Department, Axis Europe Repairs and Maintenance provider and Hutton North Councillors, came together for 'The Big Clean Up' at Woodlands Avenue.

Across 7 blocks we focussed on internal and external cleaning, bulk waste clearance and shed clearance and allocation. The aim of the day was to improve the communal areas and give residents a nice place to live.

Throughout the day officers cleaned play equipment, windows, stairwells and over 25 sheds were emptied and had lock changes completed. These empty sheds are now being re-allocated to the corresponding property so that residents have a place to store items away from the communal areas.

Residents were very forthcoming during the day and engaged with officers, welcomed us into their homes, discussed their concerns and officers were able to directly raise repairs with Axis and in some instances, repair the item there and then due to having operatives on site.



Following the successful implementation of our repairs panel in 2023, in June 2024, we also launched our Estates Panel meeting. This panel gives residents the opportunity to constructively scrutinise our estates services and performance. Throughout 2024/2025 the focus has been on estate inspections and involved residents helped to reshape our inspection form by completing their own on site inspections and feeding back to officers.

The panel has identified some key areas of improvement which have been included on our 2025/26 service plan. These include looking at the lettable standard, online reporting of repairs and general communication.

Our wider Tenant Talkback is always looking for new members. To see the full menu details, you can visit our website <https://www.brentwood.gov.uk/get-involved> or to speak with our resident engagement officers, please contact us via email.

Don't have access to email or internet? No problem. Give us a call on **01277 312500** and ask to speak to a Housing Officer.

TAKE AWAY

- For all residents
- Feedback via digital platforms
- A copy of 'The Housing Bulletin'

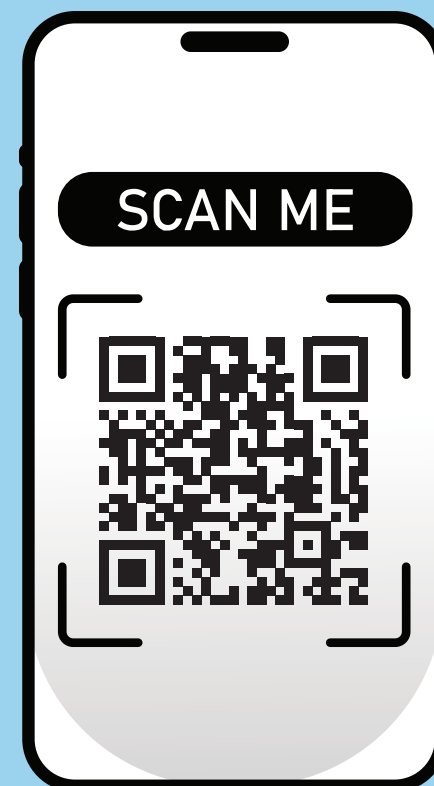
LITE BITES

- For those who have very little time to spare.
- Short Surveys and one off focus groups, choose the ones you want to attend.
- Estate Inspections.

ALL YOU CAN EAT

- Influence key decisions
- Scrutinise performance and service outcomes.
- Take part in larger projects, be part of our resident consultation panels.

**To see the full menu,
scan the QR Code.**



Housing Department Structure

Housing Management

Lauren Stretch
Director of Housing

Angela Abbott
Corporate Manager

Housing Need and Delivery

- Homelessness advice and prevention
- Allocations
- Development

Nicola Marsh
Corporate Manager

Housing Estates

- Tenancy Management
- Income management
- Consumer regulations
- Resident Engagement

Carol Burton
Corporate Manager

Property Services

- Day to Day Repairs
- Compliance
- Capital/Planned Works
- Management of Axis



Housing Officers

Introducing your housing officers and the areas they cover. Contact details are provided for ease, your housing officer should be your initial go to person if you are unable to seek or find answers to your queries online, you have a concern over a tenancy/income issue or require a visit from an officer regarding your tenancy.

If you wish to contact your housing officer please email **estates.management@brentwood.gov.uk**

Please note we have used the old wards below as we have not changed the patches since the boundary commission change and this means some officers now cover the same ward. For the purposes of clarity, the old wards will identify your housing officer as these are more likely to be familiar to you.

Keiley Walsh

- Ingatestone
- Warley
- Stondon Massey

Alex Temple

- Three Arch Bridge
- Kelvedon Hatch
- Brentwood Town Centre

Dilwar Hussain

- Brentwood Station Area
- Hutton South of Rayleigh Rd
- Doddinghurst

Kayode Dunmoye

- Hutton – North of the Rayleigh Road
- Ingrave and Herongate
- Copperfield an Mayfield
- Blackmore
- Mounnessing
- West Horndon
- Wyatts Green

Fabio Ogunfowora

- Bishops hall
- Pilgrims Hatch
- Costead Mannor
- Navestock



Aims and Aspirations for 2025/2026

Target

We aim to increase the number of 'involved' residents this year as part of our resident engagement strategy.

01

Target

We will deliver more community estate days and encourage as many residents as possible to come and join these.

02

Target

Communication improvements is an ongoing process; however, we have committed to starting a Housing specific Facebook page to keep residents updated, informed and notified of events.

03

Target

Work will soon be beginning on our Brookfield Close Development which is an exciting opportunity for residents to move into brand new properties and will bring back onto use a large site which has been derelict and demolished for a number of years.

04



Useful Contacts:

Resident Involvement, Brentwood Council Email: **Housing@brentwood.gov.uk**

Brentwood Borough Council **01277 312 500** or online **www.brentwood.gov.uk**

If you are unable to find an email address for a particular service or department, or if you are unsure whom your email should be addressed to, then please send your email to our enquiries team at the following address: **enquiries@brentwood.gov.uk**

To log general enquiries, use the above contact details. Please ensure you note down your reference number for each enquiry, if they are ongoing cases ensure you quote your reference when contacting customer services.

Tenancy & Estate Management
Email: **estates.management@brentwood.gov.uk**

Repairs Axis Europe - **01277 312 500** Option 2 > Option 2 > Option 1
or Email: **brentwoodrepairs@axiseurope.com**

Essex Country Council **www.essex.gov.uk**

Essex Police **https://www.essex.police.uk/Non-Emergency 101**

Mental health crisis team NHS Tel: 111, option 2.



**Get involved!
Have your say!**



**Compliment, Comment
or Complain**



**Report ASB in a Council
property**



Thanks for reading!

For further information on housing
speak to the relevant officers or visit

www.brentwood.gov.uk



**BRENTWOOD
BOROUGH COUNCIL**