

Talk Housing

News for Royal Greenwich tenants and leaseholders

AUTUMN 2025 ISSUE 33

WELCOME

Welcome to Issue 33 of the Talk Housing newsletter, packed with information for tenants and leaseholders. We hope you enjoy it and if you have any feedback or ideas for future issues we would love to hear them.

Please email
community-participation@royalgreenwich.gov.uk

Improving our services: Tenant Satisfaction Measures 2024-25

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  @royal_greenwich  royalgreenwich  greenwichcouncil  royalgreenwich.gov.uk/follow-whatsapp

royalgreenwich.gov.uk/housing

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community-participation@royalgreenwich.gov.uk


ROYAL borough of
GREENWICH

5 minutes with Cllr Pat Slattery



Living in damp and mouldy conditions is bad for everyone's health. For people whose respiratory health is already bad and particularly small children like poor little Awaab Ishak (see p11), mould can be dangerous if breathed in over a long period.

Awaab's parents were tenants of a housing association in Rochdale. The coroner's report on his death said a main cause was the mould in the family home.

In Greenwich, we used this as a spur to up our game on responding when damp and mould is reported to us. We set up a specialist damp and mould team and they now respond to reports of mould with an initial mould wash taking place between 3-5 days. Then a surveyor visits around 10 days later to see if the mould was a one-off or if there is a deeper cause which we then put right.

Sometimes, the cause can take a long time to correct – in some older blocks for example, we have found some corroding soil stacks. If major work is required, it takes time to arrange a contract and do the work. Meanwhile though, we will wash off mould when reported to us.

If you have mould and are not happy that you have had a good service, you are welcome to write to me: pat.slattery@royalgreenwich.gov.uk, and I will raise it with the team.

Pat Slattery
Cabinet Member Housing Management,
Neighbourhoods and Homelessness



You complained. We changed. Turning your feedback into real fixes

We received over 1,800 complaints last year – and we're glad you spoke up. Most were about repairs, and you told us loud and clear: jobs weren't finished, updates were missing, and leaks were dragging on.

So here's what we've done:

Follow-on hotline – If more work's needed, our operatives now book your next job on the spot.

Damp & Mould Team – Fast, focused, and award-winning. Vulnerable residents get help in five days.

No more 'Closed but not fixed' – We've changed how we pay operatives to make sure jobs are properly finished.

Complaints helped us spot the gaps – Your voices shaped our Repairs Transformation Programme and satisfaction is now up to **80%**.

What else changed?

Read the full report at:

royalgreenwich.gov.uk/landlord-complaint

Housing and homelessness strategy consultation

This autumn look out for opportunities to engage with our new Housing and Homelessness Strategy. Your opinion matters as these commitments are key to tackling the housing pressures in the borough and improving housing for all our residents.

Your chance to shape our Housing and Homelessness Strategy 2026-2031

We want to hear about your views on our proposed commitments for 2026-2031; as well as a survey on Commonplace (accessed via the council's website), we will be holding in-person events.

There will be five strands to our strategy.

- **Strand 1:** Ensuring the supply of high-quality homes
- **Strand 2:** Tackling homelessness and ending rough sleeping
- **Strand 3:** Support for specific housing needs
- **Strand 4:** Safe and sustainable homes for all
- **Strand 5:** Building resilient and vibrant communities and neighbourhoods

Our current strategy can be found at royalgreenwich.gov.uk/housing-strategy



Residents corner!

In August, the Sheltered Housing team held a garden party for residents of Collerston House and their families.

Collerston House, is one of our sheltered housing schemes in Armitage Road, SE10. It is mainly for elderly residents but is an independent living scheme with the support of a Scheme Manager.

The garden party was well attended and tenants enjoyed plenty of food, cakes, cups of tea, music plus a raffle and the weather stayed dry!

Tenants have said they all had a wonderful afternoon, sitting in the sun chatting with each other and cannot wait for the next party.

A tenant reported that he was happy to be able to chat with his neighbours and thanked the scheme managers for organising the event.

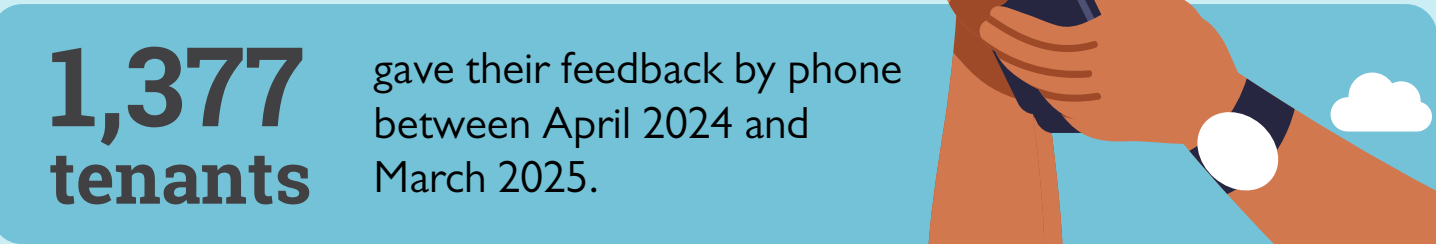


What you told us and what we're doing: Tenant Satisfaction Measures 2024/25

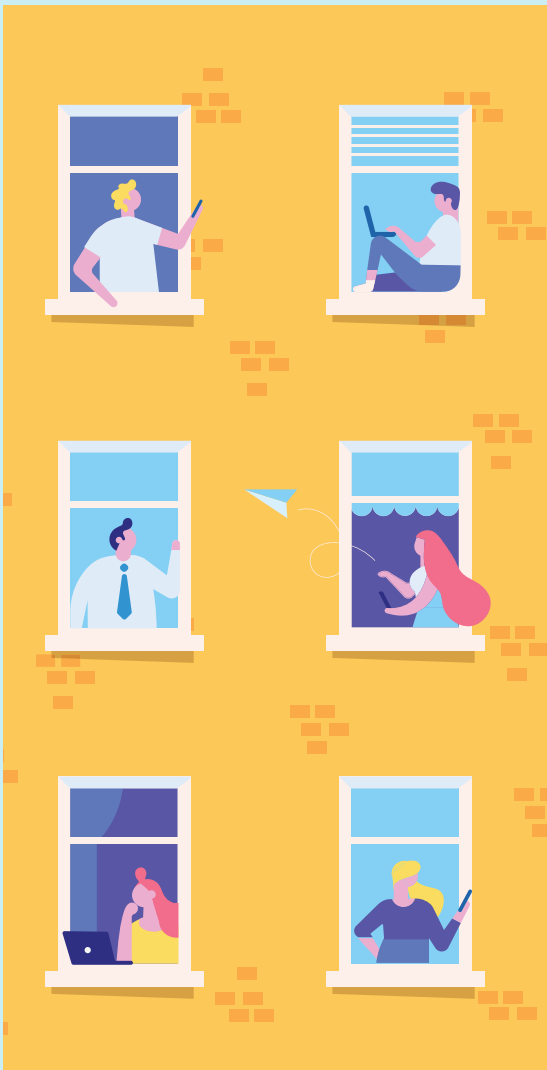
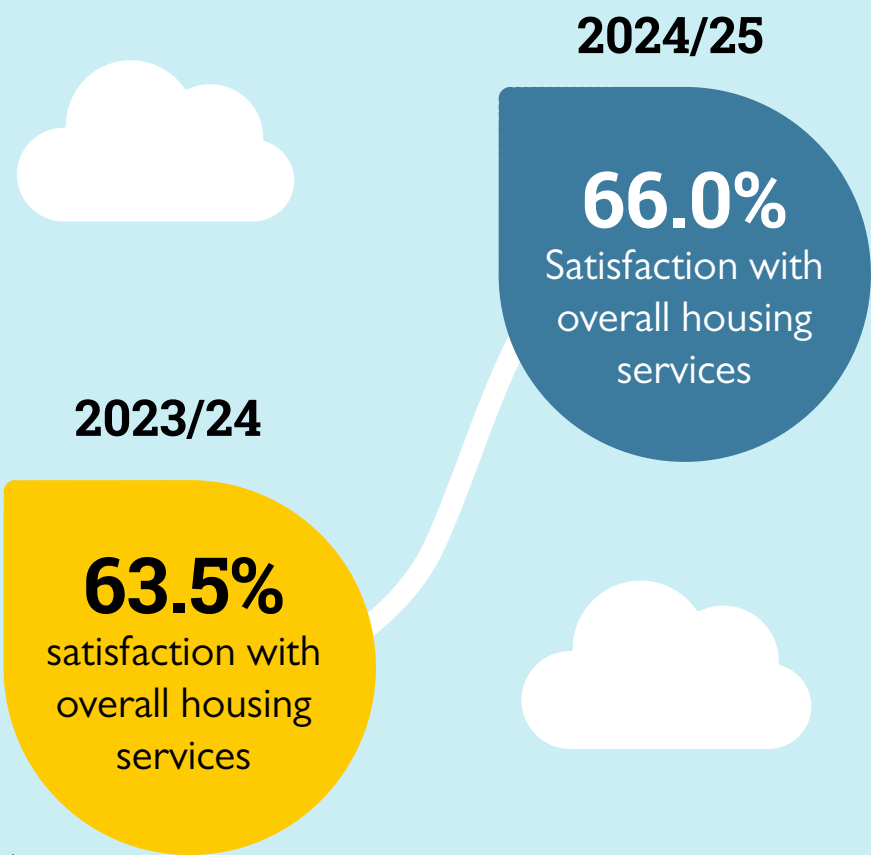
Every year, we ask tenants to share how satisfied they are with their homes, neighbourhoods, and the services we provide. We also record how we are managing homes. This is called Tenant Satisfaction Measures (TSMs) which were introduced by the Regulator of Social Housing to make landlords more transparent and accountable.

Here's how our performance compares to last year, and what we're doing next.

Tenant Perception Survey Results



Here's a summary of your views: Overall satisfaction



Keeping properties in good repair

	2023/24	2024/25
Satisfaction with repairs service	71.0%	74.8%
Satisfaction with time taken for most recent repair	62.6%	68.4%
Satisfaction that the home is well maintained	64.9%	65.5%
Homes not meeting the Decent Homes Standard	5.4%	1.9%
Non-emergency repairs completed on time	62.9%	67.2%
Emergency repairs completed on time	71.6%	83.5%

Repairs satisfaction improved significantly this year, but you told us our communication still needs work. Many of you told us you weren't kept updated on the progress of your repair or informed when appointments changed. We also heard that when multiple repairs were needed, initial work often took place, but follow-on jobs weren't scheduled properly. To fix this, we've introduced a dedicated 'follow-on' telephone line focused on key trades like plumbing, carpentry and plastering. It's already handled over 5,000 calls, helping to make sure follow-up appointments are booked quickly and you know what to expect next.

Although emergency repairs are performing well, non-emergency repairs need further improvement. We're investing in systems and staff to tackle back logs and boost reliability.

Maintaining building safety

	2023/24	2024/25
Satisfaction that the home is safe	70.6%	74.8%
Gas safety checks completed	99.7%	100%
Fire risk assessments completed	99.6%	99.9%
Asbestos safety checks completed	100%	99.9%
Water safety checks completed	100%	99.9%
Lift safety checks completed	98.5%	98.7%

We're proud of our strong safety performance. Your safety continues to be our top priority.



Respectful and helpful engagement

	2023/24	2024/25
Satisfaction that the council listens to tenant views and acts upon them	52.6%	55.8%
Satisfaction that the council keeps tenants informed about things that matter to them	71.2%	73.3%
Agrees that the council treats tenants fairly and with respect	71.1%	74.7%

We have created a new policy to help staff better understand and support residents who are vulnerable. This brings together everything we already do, and makes it clearer for our teams, so everyone is treated with respect. We are also working with residents to shape our corporate housing and homelessness strategy and we have a new resident engagement policy which was launched at the Borough Wide Housing Panel on 16 September 2025.

Effective complaints handling

	2023/24	2024/25
Satisfaction with the council's approach to complaint handling	28.7%	32.2%
Stage 1 complaints for every 1,000 homes	37.5	72.9
Stage 2 complaints for every 1,000 homes	7.0	13.1
Stage 1 complaints responded to on time	46.7%	54.4%
Stage 2 complaints responded to on time	45.8%	56.5%

We know our complaints handling hasn't met your expectations, and we have changed the way we manage them based on your feedback. Here's how we're improving:

More capacity: We've added more support to staff and management across all teams to speed up responses and improve how we manage cases.

Better coordination: We've updated the way we deal with complaints that involve more than one service to make sure every part of your complaint is fully addressed in our response.

Real-time tracking: We are setting up a new complaints dashboard, which will mean we will have the most up-to-date information on cases at all times.

Simpler systems: We've upgraded our IT system to make it easier for staff to manage complaints – this will give us more time to focus on resolving issues quickly.

Responsible neighbourhood management

	2023/24	2024/25
Satisfaction that the council keeps communal areas clean and well maintained	65.5%	72.2%
Satisfaction that the council contributes positively to the neighbourhood	68.8%	69.1%
Satisfaction with anti-social behaviour case handling	60.4%	59.5%
ASB cases opened for every 1,000 homes	35.0	23.3
ASB cases involving hate incidents for every 1,000 homes	0.4	0.4

We know that our approach to anti-social behaviour (ASB) is sometimes inconsistent and not transparent enough. We are working on a new anti-social behaviour (ASB) and hate crime policy and procedure, and we have also updated our ASB and hate crime web pages. This will help residents and staff better understand what we can do to tackle ASB and provide clearer information on how we will manage it.

New building safety complaints process

We have updated our complaints policy to reflect new guidance from the Building Safety Regulator (BSR). This makes it clearer for residents - especially those living in high-rise buildings - to raise safety concerns.

While you've always been able to report issues such as fire safety or structural concerns, these are now formally classed as relevant complaints under the BSR if they relate to buildings over 18 metres or seven storeys high. This ensures your concerns are addressed in line with national standards.

Complaints will be taken seriously, investigated fairly, and responded to promptly. If you're not satisfied, you can request a review or escalate to the BSR.

How to complain:

- Online: royalgreenwich.gov.uk/complaints
- Call: **020 8854 8888**
- Email: Housing-Safer-Communities@royalgreenwich.gov.uk
- Write to us or speak to a staff member

Your feedback helps us keep your building safe. Visit our website for full details.

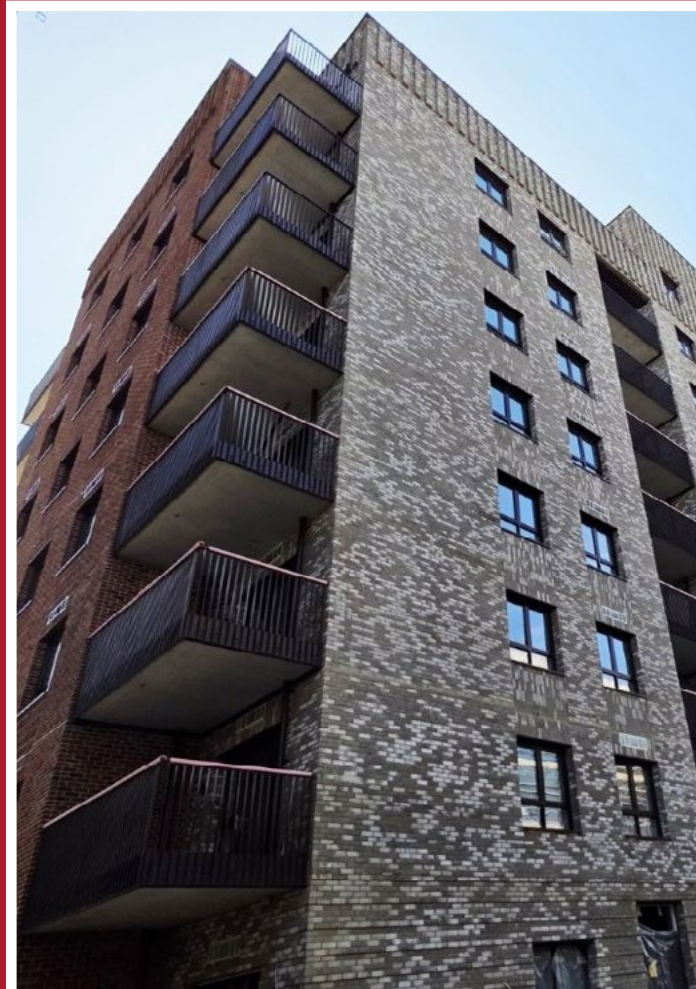
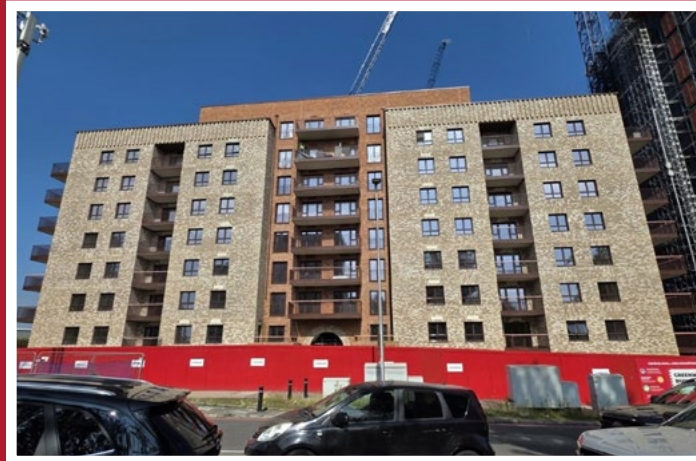


Construction continues on our 1,750 home social housing programme

Greenwich Builds sites have popped up all over the borough as we work towards achieving our goal of creating 1,750 new social housing homes for local people on the housing register.

Schemes now under construction range from two five-bedroom houses in Abbey Wood to a huge development of 330 homes in Kidbrooke. All of these developments are 100% social housing.

Below are some pictures showing the latest progress on some of the new homes.



Lister Terrace before

The before and after of Greenwich Builds

Everyone loves a makeover, and for us that's especially true when we're turning disused council-owned land into new social housing homes for local people on the housing register.

Since 2020 we've built hundreds of new council homes, so it's easy to forget where we started. Here are some pictures of our sites before and after their transformation!



Lister Terrace after



Kyle Mews before



Kyle Mews after

Flush away

Regular flushing of toilets and use of taps keeps water flowing through pipes and helps keep Legionella bacteria away.

Whenever your home is left for a week or more, a short flush of each outlet is a good way to prevent bacteria developing and maintain water quality.

It is easy to do and requires only a small amount of time. Each tap and water outlet (including showers) should be opened and left to run through for around five minutes.

If you are at home and using water in the normal way, to ensure water is fresh as possible, run the cold kitchen tap for 30 seconds or so before filling kettles and drinking etc., as this will ensure that water is freshly drawn and is as cold as possible.



Are you blocking your bin collections?

Every week our waste crews come to your estate to empty your communal bins. Unfortunately, in some areas, safe access to the bins is becoming increasingly difficult and, in some cases, impossible.

This is because of poorly parked cars and vans in areas that should be kept clear. If our refuse vehicles can't gain access, then neither can the fire brigade.

When we can't empty your bins, it causes a whole range of issues. Chutes get blocked, bins overflow, bags are dumped and fly-tipping occurs.

We are asking everyone to please be mindful when parking your vehicle to make sure our crews can get to your bins.

This means:

- parking in the designated parking bays
- keeping access roads to the bin cupboards clear at all times
- not parking in front of the bin cupboards
- observing road markings such as yellow lines, yellow hatched boxes and no parking signs
- avoiding parking on tight corners
- making sure your visitors also park responsibly.



With your help, we can maintain a welcoming and clean-living environment by ensuring your waste is cleared regularly.

Damp, mould and condensation: how we're tackling it

In 2020, two-year old Awaab Ishak, died from a severe respiratory condition caused by prolonged exposure to mould in his Rochdale home.

Following this the government announced new legislation in 2023 to improve the safety and quality of social housing in England.

Coming into effect on 27 October the new law will provide fixed timeframes for all social landlords to address damp and mould concerns as well as other hazards within homes.

Landlords have always had a duty to assess and manage these hazards, but for the first time, they will need to meet strict deadlines:

- **24 hours** to investigate emergency hazards
- **10 working days** to investigate the hazard (carry out a survey)
- **5 working days** after the survey to take action to make a home safe and take steps to begin the works
- **3 working days** after the survey to send a written summary
- **12 weeks** maximum to start the works (In some cases, where there are significant structural issues and large investment programmes required, the start time may take longer)

From 2026, additional hazards, such as excess cold, fire risk, carbon monoxide, and structural collapse will be added to the law.

Transforming our service

Back in 2022 in Greenwich we launched a full-scale transformation of how we manage, treat, and prevent damp, mould and condensation across our council homes.

We overhauled our response times, prioritised vulnerable residents and put in place seasonal follow-ups and preventative checks.

We also improved our call centre scripts, webpages, online forms and letters to ensure you can easily report issues and provide the right information at the first point of contact.

Tips to reduce condensation and mould

- Improve ventilation or air flow in your home by opening windows, don't block air vents and leave a gap between your furniture and wall
- Reduce moisture and steam by keeping bathroom and kitchen doors shut, put lids on pans when cooking and dry clothes outside where possible
- Heat your home appropriately – you may be able to get financial support to help pay for your heating. Check royalgreenwich.gov.uk/greenwich-supports
- Report signs of damp and mould early on.

How to report it

Damp and mould are common issues reported by tenants during the winter months, so if you notice any signs of damp, mould and condensation in your home, please report this to us for inspection on **0808 175 6915**.

What we will do

We will arrange a non-toxic mould wash within 3-5 working days, visit your home to complete an in-person survey (or an inspection) within 10 working days. Any emergency cases will be inspected within 24 hours.

More information

If you need further information on how to tell if you have damp, mould or condensation please visit our webpage at royalgreenwich.gov.uk/damp-and-mould. These webpages include useful information on how you can reduce condensation and mould in your home. It also includes a link to our online form so we can investigate and treat it.

Get in touch

We want to ensure that you can have a safe and secure home, so please get in touch with our team at any point if you have any queries or concerns.

Major stock condition survey underway of 26,000 council homes

We've begun a borough-wide stock condition survey of all 26,000 council homes as part of Housing Our Greenwich - our £430 million programme to improve our homes.

The survey will assess internal and external features including kitchens, windows, roofs, insulation, and heating systems. This helps us plan the right improvements for the right homes at the right time.

A surveyor will visit your home, inspect each room, take notes, and possibly photos. The visit is non-intrusive - with no tools, drilling, or moving items needed - and will take around 30 minutes. All surveyors carry ID.

We've appointed Martin Arnold, Potter Raper, and FFT to carry out the work over the next four years.

Access is essential

Please arrange an appointment when contacted. Allowing access is part of your tenancy agreement. Without it, your home may be excluded from future investment plans and refusal could lead to legal action.

If someone in your household has a disability or medical need, contact your Resident Liaison Officer or email capital-investment-admin@royalgreenwich.gov.uk.

Find out more at royalgreenwich.gov.uk/stock-condition-survey

Rent arrears

If you have rent arrears and would like more support, speak to your Income Officer.

It's not too late and we want to help. Our Income Officers can agree an affordable repayment arrangement and give advice on further support.

Call your Income Officer on the number at the top of your rent statement or email rent-account-enquiries@royalgreenwich.gov.uk.



Firework safety tips this autumn

Colourful firework displays will bring some much-needed sparkle to the dark November evenings. Here's a few words of warning to help you enjoy this time of the year without any accidents!

Sparkler safety

It's really important to supervise children around sparklers, making sure they keep them at arm's length and don't wave them in each other's faces or drop them onto anything flammable.



Please have a bucket of water or sand to drop the sparkler in once its extinguished itself, they do get incredibly hot. If they are dropped in the wrong place, its heat source has the potential to ignite dry grass or paper.

Bonfire and firework safety

- Always buy fireworks that are stamped with the safety standard BS 7114.
- Store unused fireworks in a closed box and keep dry.
- Carefully read instructions on each individual firework and make sure there's plenty of space and clear sky for the fireworks to be let off, directing away from people, trees and overhead cables.
- Never go back to a lit firework or try to re-light it. Once the fireworks have been used, put them into a tub of water, and dispose of them in a bin the next day.



We understand that most of this is common sense, but if not used correctly, fireworks can cause real damage, but if used safely, can provide an evening of fun and entertainment for the whole family.