

Good Landlord Plan

Building better
lives together



WORKING TO BE A
GOOD LANDLORD

Southwark
Council

Want to stay informed about what's happening on your estate and our plan to be a good landlord?



Keep up to date with:

- Free events and activities
- Crime and safety updates
- Repairs updates and events
- Information about how to raise concerns
- Signposting to where you can get support if you need it



Sign up to our e-newsletter

Foreword

Cllr Sarah King

Cabinet Member for Council Homes



We want everyone to have a safe, good-quality home and we are committed to becoming a good landlord for all our tenants and leaseholders.

We've listened carefully to what you've told us about how we need to change. Your feedback has been clear, honest, and invaluable - it's helped shape the way forward.

We know we must listen more and act faster. This Good Landlord Plan puts you, our residents, at the heart of everything we do: taking action to create better homes, better estates, better repairs and better customer service. It gives you a stronger voice to influence your housing services to drive the changes you've asked for and to challenge us to be better.

From your feedback, we've built a plan focused on what matters most: better homes, better estates, better repairs,

better customer service, a stronger voice for residents, and new council homes. Above all, your safety is our top priority, which is why we're investing £250 million over the next three years in your homes and estates.

We know that won't be enough to bring every home up to the standards you rightly deserve.

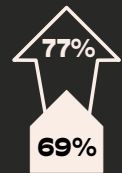
That's why we are lobbying Government hard on your behalf, to secure the additional funding needed to improve our 37,000 council homes and to build the new homes our communities need.

As a landlord to around 125,000 people, we may not always get it right. But when things go wrong, you've told us what you expect: clear customer service, a fair complaints process, and the ability to speak to a real person. We're listening and acting.

We are determined to go beyond the basics. We will be reliable, respectful, and proactive, not just in words, but in the homes and services we deliver every day.



We know we have a lot of work to do but we have already started to change our housing service based on what tenants and leaseholders have told us they would like to see and issues raised by the Regulator of Social Housing. Here are a few ways we are already taking action to be a good landlord:



Increased the number of homes meeting the Decent Homes Standard (DHS) from **69%** to **77%**.



We've checked the electrical safety of **6,300** properties.



We've completed or are building **3,000** council homes.



1,804 new family-sized council homes have been completed or are on site (as at the end of Q4 24/25).



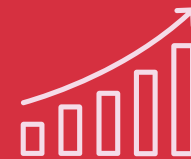
We've introduced a new complaints procedure so residents in high rise buildings can raise building safety risks, and we have a new Housing Complaints Team in place.



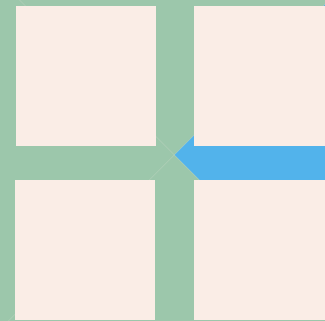
5,000 properties had fire hazards removed, fire doors installed and fire safety signage improved.



Working to clear our communal repairs backlog.



Increasing the number of active Tenants and Residents Associations from **58** in 2022 to **124** in 2025.



£50K to provide warm spaces and hot food for our residents to cope with the cost-of-living crisis.



111 new homes have been completed for over-55s, including a new extra-care home.



We've carried out more than **55** Repairs Action Days, with **10** more this year and **20** more in 2026.



Created a tenant-led Repairs Improvement Board.

Better homes.

We're investing £250 million over the next three years to improve your homes, including work on fire, electrical, gas, lift and water safety, tackling damp and mould and upgrading old, unreliable and inefficient heating systems.

We're carrying out fire safety and electrical work to bring all our homes up to standard. Since the start of 2024 we've installed 2,850 smoke alarms and checked the electrical safety of 6,300 homes. Next year we will finish this work in all 37,000 of our council homes.

To make sure we do the most important work first, we're carrying out a major new survey of all our homes and estates. This will look at the age and condition of roofs, windows, kitchens, heating systems and much more.

The survey will give us a clear picture of your homes so we can best plan work in the years ahead.

***It's your place to call home.
It's our place to make it a
decent home to live in.***



Better estates.

You've told us about the problems antisocial behaviour and crime cause and how important it is to you that your estate is kept tidy and in good

condition. We will make your estates clean, safe, and well looked-after places where you feel secure and proud to live.

We've increased joint patrols on estates with police and teams who can give support to people who misuse drugs and alcohol. We're also taking a new approach to dealing with tough antisocial behaviour cases, bringing together police and specialist council officers.

To help improve estates we're reviewing our estate inspection process, so inspections are more thorough and you get the estates you deserve. We're also starting new surgeries on your estates, where you can meet people face-to-face and find the services you need.

***It's your place to call home.
It's our place to improve it.***



Better repairs. ▸



You've told us we need to act quicker when dealing with repairs in your homes and how damp and mould is a problem for too many people.

We'll introduce easier ways for you to get repairs booked online. This will include bookable time slots for your repair so you can choose a time that's convenient for you. Also, our repairs team and Resident Services Officers will work much more closely together – side-by-side, from the same buildings – so we can make sure our services are working together for you. We will sort out more problems first time and aim to fix more than one issue in the same visit.

We've created specialist teams to tackle damp and mould, and leaks from above, to sort problems more quickly and effectively. We've also organised more than 55 Repairs Action Days, carrying out more than 1,500 repairs from fixing toilets and taps to replacing light switches and replastering walls.



***It's your place to call home.
It's our place to fix it. ▸***



Better customer services. ▸

You've told us you want clear customer service and complaints processes, and to be able to speak to a human being when things go wrong.

We've created a new Housing Complaints Team to help make sure your concerns are dealt with correctly. We're also making sure all our staff get high-quality customer service training so you get the service you deserve.

We will open our office in Bournemouth Road in Peckham so you can get face-to-face help and answers to your questions about housing, as well as at your estate surgeries.

To make sure council homes go to the people who need them most, we're updating our housing allocations policy that sets out how council homes are allocated.

***It's your place to call home.
It's our place to help. ▸***



Stronger voice for tenants.

We've heard loud and clear how you'd like more of a say on what happens on your estate. We will increase your voice in all housing services and do more to listen to your views and act on them.

We're creating a new Housing Management Board, which will include tenants and leaseholders and help you oversee work to your council homes and how we run your housing service.

We're working with you to create a new resident engagement strategy – to make sure your voices are heard. We will finalise this and put it into action and make sure you have lots of different ways to get involved.

***It's your place to call home.
It's our place to listen.***

New council homes. ▶

Good homes change lives and we are proud that no other council has built as many new council homes as Southwark over the past decade. But also we know it is not anywhere near enough to meet the demands of our community. We'll keep building new council homes across Southwark.

***It's your place to call home.
It's our place to build it.***

We've built more council homes than anywhere else in the country, including major projects to renew estates at the end of their lives. We've completed, or are on site, building 3,000 council homes already and we will be building more.

111 new homes have been delivered for older residents, either by the council directly or through collaboration and support to partners. This includes the Harriet Hardy extra care home on the Aylesbury estate, and the Appleby Blue Almshouse, an award-winning and innovative scheme, delivered by United St Saviour's Charity, that caters for a range of needs.



Key Good Landlord plan commitments



Better homes

Delivery date

Complete all outstanding electrical checks and resulting repairs to homes and communal areas

March 2026

Check the smoke alarms in all our properties and install new smoke alarms where required

March 2026

Carry out stock condition surveys on 40% of our properties to make sure we can prioritise major works and improvements

March 2026



Better estates

Surgeries starting on estates

October 2025



Better repairs

Implement Awaab's Law so if you have damp and mould in your home you will get a better and quicker response

October 2025

Introduce an improved self-service option so you can report a repair online

December 2025

Increase the number of our workers who can carry out more than one trade, so you need fewer repairs visits to your home

December 2026



Better customer service

Redesign our complaints process to improve response times

October 2025



A stronger voice for tenants and leaseholders

Publish our new resident engagement strategy, produced with us and residents

December 2025

Housing Management Board up and running

January 2026



New homes

Implement our new allocations policy

March 2026

Complete our 2,500th new council home by May 2026

May 2026



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