

Introduction to Tenants' Annual Report 2025-26



Introduction

This annual report outlines how we have performed as your council housing landlord from 1 April 2025 to 31 March 2026.

Our priority is to provide safe, good quality homes while meeting the standards set by the Regulator of Social Housing.

We remain committed to working closely with tenants and partners to focus on the services that matter most to you and to keep improving them.

Your feedback is important to us, and we encourage you to get involved as we work together to strengthen our services and overall performance.



Message from your Cabinet Member for Housing

Siama to draft

Our performance: Tenant Satisfaction Measure Survey scores

The Regulator of Social Housing requires councils and housing associations to carry out an annual survey with a representative sample of their tenants. This Tenant Satisfaction Measure (TSM) survey helps us understand how tenants feel about us as their landlord and the services we deliver.

An independent research company, ARP Research Limited conducted the survey with 1,000 tenants who were randomly selected. Participants included residents living in houses, flats, maisonettes and high rise homes both in general needs and sheltered accommodation.

Tenant Satisfaction Figures



Overall Satisfaction



Repairs service over the last 12 months



Time taken to complete most recent repair



Home is well maintained



Home is safe



Listens to tenants' views and acts upon them



Being kept informed



Treated fairly and with respect



Approach to complaints handling



Communal areas clean and well maintained



Makes positive contribution to neighbourhoods



Approach to handling anti-social behaviour



Our performance: Tenant Satisfaction Measure Survey scores

Overall satisfaction with the service provided by council housing services stands at 62%. This is identical to the benchmark amongst other London boroughs from data published by Regulator of Social Housing.

Two thirds of those that had received a repair over the last 12 months are satisfied with the service they received (68%). This score is in the top half of London boroughs, being three points above the benchmark median of 65%.

The assessment of buildings being in a safe condition achieves a somewhat higher satisfaction rating of 70%, being slightly above the benchmark of 69%. It is, however, somewhat lower for flats (64%).

We will be repeating this again in September to compare how we continue to perform.

Turnaround of properties

We achieved an average turnaround of 2.16 days from receiving the keys to completing the post void inspection and handing the property over to colleagues in Repairs to begin works to relet the property against a target of 1 day.

We achieved an average relet time of 4.59 days against a target of 3 days, with performance affected by a high number of property refusals, including some homes requiring multiple viewings before being accepted.

Settling in visit performance

Settling in Visit performance achieved a score of 63%, with visits completed within the required six week period to ensure new tenants are supported and assessed on how well they are settling into their tenancy.

Complaints

Complaints and Members' Feedback responses were completed within 10 working days in 89% of cases, narrowly missing the 90% target.

Service Improvements

We are continuing to improve the way we communicate with tenants. As part of this, we are revamping our noticeboards and our website to make them more informative and easier to use. The updated noticeboards will include clear contact details for Housing Officers, Sheltered Housing Support Officers, Caretakers, and other key staff, ensuring you always know who to reach when you need support.

Alongside this, we are expanding the information available on our website. This includes all of housing policies, more detailed performance information, as well as updates on how we are reviewing and improving our policies and procedures. These changes are designed to increase transparency and help you stay informed about the services you receive.



The Behind Every Door Programme

This year we introduced our new Behind Every Door programme, a major initiative designed to strengthen how we understand and support our tenants. Through this programme, we have committed to visiting all 15,500 of our homes within a two year period. These visits help us build a clearer, more accurate picture of the households we serve and ensure that the information we hold is up to date. The data we collect sits alongside our Tenant Profiling information, giving us a more complete understanding of your needs and helping us shape services that better support you.

The visits allow us to check that our homes are safe, well maintained, and in good condition. They also give us the opportunity to identify tenants who may benefit from additional support, including those experiencing social isolation or financial hardship. These face to face conversations help us connect tenants with the right services at the right time, while also strengthening our relationship with tenants. When combined with our Tenant Profiling data, the insights gained from these visits help us tailor our services more effectively and ensure that support reaches those who need it most.

Although the programme is new, it has already delivered meaningful outcomes. We have identified and acted in cases where properties were being sublet, supported tenants who wish to downsize from homes that are now larger than their needs, and made referrals to our Aids and Adaptations team for those requiring specialist support. These visits also help us ensure that we are making the best and most efficient use of our housing stock.

Most importantly, the programme has given us the opportunity to connect with tenants, check in, and say hello. These conversations help us understand what matters most to you and ensure that our services continue to reflect your needs and priorities.



A total of
2,575
tenancy updates
completed



954
Repairs
raised



14
sublets



10
interested in
downsizing

Our Housing Strategy

This year, we developed our new Housing Strategy for 2026-2031. The strategy sets out what we will focus on over the next five years to improve housing in Barking and Dagenham and make sure our services respond to the needs of local people. It has been shaped by what residents have told us matters most, including safe and well-maintained homes, more genuinely affordable housing, better access to adapted and accessible homes, earlier support for people at risk of homelessness and clearer communication from the council.

As part of this work, we reviewed local housing need, listened to feedback from residents and partners, and brought together a clear action plan to guide what happens next. This includes improving the condition of council homes, making better use of the homes we already have, strengthening support for vulnerable residents, tackling overcrowding and giving tenants more opportunities to have a say in how housing services are delivered. We are also reviewing our allocations policy to make sure that homes are let on fair and consistent basis.

The strategy is about setting a clear direction and making sure the work leads to practical improvements that tenants can see and feel in their homes and neighbourhoods.

Addressing antisocial behaviour

We remain firmly committed to working with our partners to tackle all forms of antisocial behaviour (ASB). This can include issues such as serious nuisance, intimidation, neighbour disputes, and persistent noise problems.

Our approach is one of zero tolerance, and we take every report seriously. We continue to work closely with the Metropolitan Police and the council's Community Safety Team to ensure swift, coordinated action that helps keep our communities safe and supported.



Tackling cuckooing

We recognise that cuckooing has become a growing concern in some communities. Cuckooing happens when an individual or group takes over someone’s home, often a vulnerable person and using it for their own purposes and leaving the tenant feeling unsafe, intimidated, or unable to use their home as they normally would. In response to this, the police have established a dedicated Cuckooing Task Force to provide direct support to those affected and to coordinate action against those responsible. We continue to work closely with the Task Force and other community safety partners to identify cases early, protect vulnerable tenants, and ensure swift, effective intervention.

Closure orders

We obtained four Partial Closure Orders and one Full Closure Order as part of our work to tackle serious antisocial behaviour. A Closure Order is a legal power that allows the police or local authority to restrict access to a property where there is persistent nuisance, criminal activity, or behaviour causing significant distress to neighbours. These orders can temporarily close a property to everyone except the lawful tenant, or in the most serious cases, close it completely for up to three months. Closure Orders provide immediate relief for neighbours by stopping the behaviour straight away and restoring safety and peace in the surrounding area. Where a Closure Order is granted, it also enables us to use mandatory grounds for possession, giving us a clear legal route to take further action when necessary. This makes Closure Orders a highly effective tool in tackling entrenched ASB and protecting our communities.



Providing better and safer homes

Our 2025–26 programme focuses on keeping homes safe, warm and in good condition, with a total investment of £11.566m. Most of the budget goes toward essential improvements such as kitchen, bathroom and boiler upgrades and energy saving measures like solar panels and insulation, helping to reduce running costs for residents. We are also continuing our commitment to safety through fire door replacements and important compliance checks and surveys. External works, including roofs and windows, ensure buildings stay weather tight and comfortable. Overall, this investment is designed to improve day to day living conditions and support long term quality across all homes.

Programme	Outturn £k
Internal (Kitchen/Bathroom/Boiler)	2,397
External (Roof/Widow/Fabric)	1,956
Fire Door	1,836
Energy Efficiency (Solar Panel/Cavity /Cladding)	2,541
Other (Compliance/Surveys/Fees)	2,835
	11,566

Highrise building safety

We are committed to maintaining the safety of all our tall residential buildings. These include any blocks that are 18 metres or higher, or those with seven or more floors.

As part of our legal responsibilities, each high rise building must be registered with the Building Safety Regulator, and a full safety case report must be completed. These reports outline the main fire and structural risks for each building and explain how we are managing them. You can find more details on our [Building Safety page](#).

We currently manage 26 high rise blocks, and we have completed so far:

- **14 building safety case report**
- **A fire risk assessment**

We have also created a dedicated **high rise information hub** on our website for each of our tall buildings. This hub provides residents with clear, accessible and transparent information about their block. You can view it on the council's website: [High Rise Hub | London Borough of Barking and Dagenham](#)

We are working hard to complete all outstanding actions within our high-rise blocks. In addition to removing Waking Watch from within all buildings by September 2026.

Keeping our estates clean

We are continuing to improve the cleanliness of our estates by working with council teams to reduce fly tipping and make waste disposal easier for residents. As part of this, we have introduced free bulky waste collections. Alongside this, we have enhanced our fly tipping provision and now have teams proactively removing fly tip material before it is reported.

This service allows residents to dispose of large household items safely and responsibly, helping to keep our estates clean and preventing fly tips. Information on how to book a collection, what items are accepted, and collection times is available on the council's website.

We encourage all residents to use this service whenever they need to dispose of bulky items, as it supports a cleaner, safer environment for everyone.

Rent Collection and helping tenants in arrears

Our collection performance for 2025/2026 was 101.01%.

The percentage we collected is set against the amount we raise.

From April 2025 - March 2026, we raised £112,791,988 and collected £113,929,370

The amount collected within 2025/2026 includes amounts received towards previous years arrears. A lot of this is for those paying by arrangements set to alleviate further hardship or in line with a court order.

This performance was despite the challenges that a number of tenants faced paying their rent because of the rising cost of living. We also recognise that a large number of tenants are moving over to Universal Credits and the delays to payment that may occur.

We work closely with the council's welfare and debt team to assist our tenants in arrears by:

- checking all entitled benefits are being claimed
- helping with grant applications if eligible, for example Discretionary Housing Payment or Household Support Fund grant
- setting up realistic repayment plans

In April 2025 we had 1692 tenants in arrears, the figures below indicate the position of some of those now in April 2026:

- 355 households that were in arrears in April 2025 no longer in debt.
- 957 households that were recommending we take action on are now in arrangements or out of debt completely.

It is crucial that if you fall into arrears you contact the rents department as soon as possible. Help is available and in the last financial year we have had some fantastic results in supporting residents out of debt.

How we spend your money

We are committed to being transparent about how we spend the money you pay for your home and housing services.

Council housing has its own ring fenced budget called the Housing Revenue Account (HRA). This budget can only be used for council housing and nothing else. It is funded through:

- Rent and service charges paid by tenants
- Income from garages and community halls located on our estates

All this income is used to fund your housing services.

Below is a breakdown of HRA income for 2025–2026:

2024/25 OUTTURN	P9	2025/26 FINAL OUTTURN				
		REPORT LEVEL	BUDGET	OUTTURN	VARIANCE	CHANGE
£'000	£'000		£'000	£'000	£'000	£'000
45,647	(239)	SUPERVISION & MANAGEMENT	47,476	49,883	2,408	2,647
26,153	3,721	REPAIRS & MAINTENANCE	26,776	25,283	(1,493)	(5,214)
3,193	(3)	RENTS, RATES ETC	4,086	3,637	(449)	(446)
11,145	29	INTEREST PAYABLE	10,959	10,885	(74)	(104)
1,926	0	DISREPAIR PROVISION	1,926	1,733	(193)	(193)
1,060	(1,309)	BAD DEBT PROVISION (BDP)	3,309	1,523	(1,786)	(477)
1,105	0	CDC RECHARGE	1,105	1,003	(102)	(102)
90,229	2,199	TOTAL EXPENDITURE	95,636	93,947	(1,690)	(3,888)
(98,619)	(961)	DWELLING RENTS	(97,100)	(97,487)	(388)	573
(781)	43	NON-DWELLING RENTS	(781)	(736)	45	2
(27,251)	(85)	CHARGES FOR SERVICES & FACILITIES	(28,471)	(29,269)	(798)	(713)
(1,619)	(507)	INTEREST & INVESTMENT INCOME	(1,025)	(1,944)	(918)	(412)
(128,272)	(1,509)	TOTAL INCOME	(127,377)	(129,436)	(2,059)	(550)
(38,043)	690	NET TOTAL BEFORE CAPITAL	(31,741)	(35,490)	(3,748)	(4,438)
19,489	0	DEPRECIATION	19,489	20,092	603	603
5,199	(690)	TRANSFER TO MAJOR REPAIR RESERVE (MMR)	9,575	12,658	3,083	3,772
24,688	(690)	CAPITAL PROGRAMME FUNDING	29,064	32,750	3,686	4,376
(13,354)	0	NET TOTAL AFTER CAPITAL	(2,677)	(2,739)	(62)	(62)
2,720	0	TRANSFER TO HRA LEASEHOLDER RESERVE	2,677	2,739	62	62
(10,634)	0	TRANSFER FROM/(TO) HRA RESERVE	0	0	0	0

Staffing costs

Spending on staffing costs was higher than planned. The reasons for this included increased charges for central support services and the increase of staff for the Tenancy Update Visits programme.

Repairs and maintenance

Repairs and maintenance costs were lower than expected overall. Costs linked to preparations for Awaab’s Law were lower than forecast due to delays in recruitment and lower spending by BD Group. These savings were partly offset by higher vehicle and fleet costs for BDMS services.

Rent, rates and other charges

There was a saving in this area because the Council received refunds on council tax charges for empty homes that are due to be demolished.

Interest costs

Interest costs charged to the Housing Revenue Account were lower than forecast. This was mainly because delays to parts of the housing investment programme meant the Council held higher cash balances for longer and needed to use less funding from reserves.

Other income adjustments

Some year-end accounting adjustments were required to ensure tenant rent balances were accurate. This reflected a reduction in both rent owed by tenants and amounts owed back to tenants compared with the previous year.

Contribution to major repairs reserve

Changes since Period 10 created an additional £3.127m underspend. Together with the original budgeted contribution, this means a total of £12.658m will be transferred into the Major Repairs Reserve to help support future investment in council homes.

Improved communication

We have introduced a tenant's e newsletter, which is emailed to all tenants every quarter. It provides updates, useful information, and an additional way for us to communicate with residents.

If you are not currently receiving our tenant's e newsletter, we may need an up to date email address for you. Please email us at housingservicesoffice@lbbd.gov.uk, and we will add you to our mailing list.

Housing Officers are also available for face to face enquiries at Dagenham Library every Monday from 9.30am to 3pm, alongside colleagues from the repairs team.

Get involved and have your say

We are always keen to hear from tenants, and there are several ways you can get involved in helping to shape your local community. You can take part in a local tenant or resident association, or come along to one of our ward walkabouts. Each of these opportunities gives you a voice in improving your neighbourhood and influencing the services that matter to you.

For more ways to get involved or see our upcoming events calendar please visit [INSERT LINK](#)



**Barking &
Dagenham**