



HILLINGDON
LONDON

HRA Service Improvement Programme

Q1 Update | April to June 2026

What changed, what we are still working on, and what happens next.

What changed this quarter?

This quarter brought clearer information, more resident involvement and stronger service monitoring.



Better information

More policies and service standards published.



Resident voice

More residents helped shape improvements.



Housing services

Improvements continued across housing services.



Insight

We gathered more information about residents' needs and preferences.



Anti-social behaviour

We strengthened how services are evidenced and monitored.



Access action

Further improvements are planned for next quarter.



What this means for residents:

Services should become safer, clearer and more accountable as improvements are embedded and evidenced.

Listening to residents and acting on feedback

Resident feedback shaped improvements this quarter and will keep guiding what happens next.

1

Residents shaped plans

Residents helped set improvement priorities.

4

Residents voice

Residents presented what matters most to lead members and senior officers.

2

Resident scrutiny

Residents continued to review and challenge services.

5

Feedback in action

Resident views are shaping future improvements.

3

Needs and preferences

We gathered more information about what residents need and prefer.

6

Next quarter

We will keep showing how resident feedback changes services.



What this means for residents:

Your views are helping influence service priorities and future improvements.

Making homes safer by improving housing quality

Housing quality and compliance reporting continued to develop through Q1.

1

Condition of homes

Work continued to improve the condition of homes, including a windows improvement programme.

2

IT systems

We strengthened how safety issues are tracked and improved oversight of housing quality.

3

Published information

We shared important information about housing safety and management.



What this means for residents:

The focus remains on safe, well-maintained homes and responding quickly when issues are identified.

Tackling anti-social behaviour and improving neighbourhoods

We improved monitoring and reviewed neighbourhood services.



What this means for residents:

Reports of anti-social behaviour should be responded to quickly, consistently and appropriately.

1

Better monitoring

We improved how anti-social behaviour reports and responses are tracked with new dashboards.

2

Neighbourhood services

We continued to review how neighbourhood services are delivered by speaking to residents.

3

Improvements identified

The review showed where services need to improve.

4

Next steps

Additional work to strengthen performance and consistency.

Improving complaints and service standards

We published clearer standards and improved complaint monitoring.

1

Clearer standards

Residents can see more clearly what services should provide.

2

Complaint monitoring

We improved how complaints are being tracked.

3

Learning from complaints

Complaint themes are helping identify where improvements are needed.

4

Consistent service

We increased focus on delivering the same standard of service every time.



What this means for residents:

Residents should have a clearer understanding of what to expect from services and how concerns will be handled.

Making services easier to access

We improved online housing information and reviewed how residents reach services.



What this means for residents:

Residents should find it easier to access information, request support and stay informed about services.

1

Better online information

Housing information has been improved online.

2

Access review

We reviewed how residents access services and support.

3

Easier to find

Information is becoming simpler to find and understand.

4

Choice of contact

Residents can still use more than one way to get in touch.

Progress so far and what still needs improving

Some changes are in place; others need more work before residents feel the full benefit.



Progress during Q1

- Resident involvement increased
- Service standards published
- Understanding of resident needs improved
- Housing quality monitoring strengthened
- Complaints oversight improved



Still being worked on

- Anti-social behaviour performance improvement
- Improving access to the Contact Centre
- Website improvements
- Performance information to be shared with residents
- Continue to make homes safer
- Resident recruitment for engagement opportunities
- Getting to know our residents



What this means for residents:

We have made progress, but there is still more work to do.

What this means for residents

Q1 brought progress, but improvement continues.



Clearer standards

Residents know what they can expect from services.



Safer homes

Housing quality and safety remain priorities.



Stronger resident voice

Residents have more opportunities to influence decisions.



Easier access

Information and support should be easier to access.

We will continue working with residents to improve services, show results and explain what is changing.

Our commitment for the next phase

Thank you for helping shape better landlord services.

Q1 brought progress, but improvement continues.

Next, we will strengthen services, evidence progress and publish regular updates.

Residents remain at the heart of our service improvement programme.



Where to find information and get support

Use this information to find updates, ask questions, to get involved, or request information in a format that works for you.

Online information

Service improvement web page

www.hillingdon.gov.uk/service-improvements

Resident empowerment web page

www.hillingdon.gov.uk/help-shape-services

Contact the Resident Empowerment Team

Telephone

01895 277 038

Email

residentempowerment@hillington.gov.uk

Write to us

Resident Empowerment Team

Directorate of Home and Communities
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Translation/accessibility support:

If you would like to receive this information in another language or format, please contact us.