HILLINGDON
LONDON

HRA Service Improvement Programme

Q2 Update | July to September 2026

What changed, what still needs work and what happens next.

Q2 at a glance

Residents helped shape services this quarter. Performance checks showed progress and where more work is needed.



Resident involvement

143 residents attended 2 estate events and raised 45 enquiries.



Understanding residents

3,018 tenant insight survey responses covered 28.7% of households in scope.



Anti-social behaviour (ASB)

Standard-priority risk checks within 5 working days rose from 30% in July to 58% in September.



Repairs

62 repairs were overdue, 15 fewer than the previous quarter. None were urgent or emergency repairs.



What this means for residents:

This update shows where services are improving and where residents should expect more action.

Residents shaping services

Residents continued to scrutinise services and influence what happens next.

1

Resident scrutiny

The panel completed its Q2 review on Residents' Voice. Q1 and Q2 editions of the paper are now published on our website

2

Local conversations

Estate events helped teams identify concerns and arrange follow-up.

3

More ways to take part

Response boxes and easy-read information made involvement more accessible.

4

Closing the loop

Work continues with the Survivor Advisory Panel and clearer "You Said, We Did / Didn't" updates.



What this means for residents:

More ways to raise concerns, influence decisions and see what changed because of your feedback.

Understanding your needs and improving support

Tenant insight is helping us improve how we communicate and support residents.

1 Keeping in touch your way

16% of residents surveyed, told us they have no internet access, so non-digital options remain available. Residents who prefer letters have also joined our engagement mailing list.

2 Clearer information

Translation support and help with forms are being developed.

3 Support that suits you

Staff can discuss and record accessibility adjustments.

4 Hearing from more residents

We aim to reach half of households by December 2026.



What this means for residents:

Information and support that are easier to access, including if you are not online.

Improving homes and neighbourhood services

Work continued on repairs, housing quality and anti-social behaviour.

1. **Fewer overdue repairs**
   62 repairs were overdue, 15 fewer than in the previous quarter. None were urgent or emergency repairs.
2. **Housing condition**
   Homes not meeting the Decent Homes Standard fell from 15.6% to 15.4%.
3. **Earlier ASB risk checks**
   Timely standard-priority assessments improved from 30% to 58%.
4. **More to do**
   High-priority contact and agreed ASB action plans still need attention.



What this means for residents:

Fewer repair delays and earlier ASB risk checks. Timely contact and clear action plans still need to improve.

Clearer services and better support

Clearer expectations and stronger support when residents need help.



1 Clearer standards
4 more service standards were published in August.

2 Easier contact
Residents will help identify barriers to Contact Centre access.

3 Learning from complaints
Lessons are being recorded to identify repeated service problems.

4 Better-informed staff
Staff are receiving clearer professional guidance and training to help them respond consistently, including when residents need support with domestic abuse.

What this means for residents:

Clearer standards help you know what to expect and challenge us when we fall short. Better-informed staff should also provide more consistent support.

Progress made and what happens next

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

Progress during Q2

- Resident scrutiny and estate engagement continued.
- Tenant insight reached 3,018 responses.
- Overdue repairs reduced and ASB risk checks improved.

Next priorities

- Make the Contact Centre and online information easier to access.
- Improve ASB contact and agreed action plans.
- Reach more residents and establish the Survivor Advisory Panel.

What this means for residents:

You can see what has improved, what remains unfinished and what we will focus on next.

Our commitment for the next phase

Thank you for helping shape better landlord services.

We made progress in Q2, but there is more to do.

We will publish regular updates showing what has improved, what remains unfinished and what happens next.

Your views will continue to shape how services improve.



Where to find information and get support

Use this information to find updates, ask questions, 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

Write to us

Resident Empowerment Team

Directorate of Home and Communities
London Borough of Hillingdon
2N, Civic Centre
High Street
Uxbridge
UB8 1UW



Contact the Resident Empowerment Team

Telephone

01895 277 038

Email

residentempowerment@hillingdon.gov.uk

Translation/accessibility support:

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