

<b>LONDON BOROUGH OF CAMDEN</b>	<b>WARDS:</b> All
<b>REPORT TITLE</b> Housing Associations Annual Performance Report	
<b>REPORT OF</b> Executive Director of Homes and Communities	
<b>FOR SUBMISSION TO</b> Housing Scrutiny Committee	<b>DATE</b> 12 <sup>th</sup> January 2026
<b>SUMMARY OF REPORT</b> This report provides annual performance information for the four housing associations (HAs) with the majority of HA stock in the borough and a summary of HAs performance in the delivery of new homes.  <b>Local Government Act 1972 – Access to Information</b>  No documents that require listing have been used in the preparation of this report.  <b>Contact Officer:</b> Rizwan Siddiqui Policy & Performance Co-ordinator 020 7974 6425 <a href="mailto:rizwan.siddiqui@camden.gov.uk">rizwan.siddiqui@camden.gov.uk</a>	
<b>RECOMMENDATION</b>  That the Housing Scrutiny Committee notes and comments on the report.	

Signed: 

Glendine Shepherd  
Director of Housing

Date: 23/12/25

## 1. Purpose of report

- 1.1 The purpose of the report is to provide annual performance information for the four housing associations (HAs) with most of the HA stock in the borough and a summary of HAs performance in the delivery of new homes.

## 2. Introduction

- 2.1 There are 46 HAs who between them own and manage 12,515 homes in Camden. The majority of those HAs have relatively little stock in the borough but there are four that between them manage nearly two-thirds of the HA stock: Riverside (formerly One Housing Group). Origin Housing (will become part of Places for People by 2026), Notting Hill Genesis (NHG) and Clarion. This report therefore focuses largely on the performance of those four HAs.
- 2.2 The Council has little formal regulatory control over HAs but instead relies on its strategic partnership working with HAs to resolve issues and to work together to meet borough wide priorities as set out in plans such as the Camden Plan and the Homelessness & Rough Sleeping Strategy.
- 2.3 This report has been prepared in accordance with the recommendations of a HA Scrutiny Panel that reported to a previous Housing Scrutiny Committee in 2015. The panel envisaged an annual performance report containing all the most pertinent data that could give the Housing Scrutiny Committee a window into the activities of the HAs, including:
- proceeds from sales of Camden units and reinvestment of the proceeds back into Camden/elsewhere.
  - number of voids
  - numbers of evictions
  - new lettings and tenancy agreement type.
  - complaints performance.
  - how many new build homes from HAs in Camden

## 3. Sales of and investment in Camden HA stock 2024/25

- 3.1 Table 1 indicates a continuing HA sales programme, similar numbers to last year following nil sales in 2022-23. NHG sold five flats and Clarion two units. Origin Housing as part of their merger with Places for People had to raise finances through stock sale of 26 small flats. Finally, Riverside Housing sold two properties (15 rooms) on Delancey St and Gloucester Avenue.

**Table 1: Sale of HA stock 2024-25**

HA	No of Units sold	Sales receipt (£)
Clarion	2	2.99m
NHG	5	1.64m
Riverside	2	3.56m
Origin	26	10.94m

- 3.2 During bilateral meetings, the HAs have advised that they would dispose of void properties that are uneconomic to manage or maintain, poorly performing or with high latent market value, with receipts from such disposals recycled to support investment in new and existing stock, although not necessarily in the borough. The stock investment is particularly relevant given the recent requirements for building safety remediation work related to damp and mould and fire safety.
- 3.3 Table 2 below shows the investment the four HAs made in 2024-25 in their existing Camden stock, including stock component replacements such as windows, boilers, kitchens and bathrooms, as well as cyclical works, which usually involves the following:
- painting and decorating externally.
  - repairing, repainting and maintaining doors, windows and brickwork
  - repairing entrance gates, party walls, paving, shared stairs and drains
  - cleaning or replacing the flooring in shared areas.

**Table 2: Investment in Camden stock 2024/25**

HA	2023/24	2024/25	Total stock in Camden
Clarion	£1.12m	£2m	1283
NHG	£0.92m	£1.28m	1823
Riverside	£0.8m	£1.43m	2663
Origin	£0.48m	£2.2m	2715

- 3.4 Major investments included, Clarion completing roof renewal works in Dombey St and a lift project at John Bevan House. £666k windows and roofs replacement programme by NHG. £486k on kitchen and bathroom replacements by Origin. Riverside upgrading heating systems at 198 properties at a cost of £663k.

#### **4. Managing tenancies**

- 4.1 This section analyses data provided by the four HAs in relation to their Camden stock for voids, evictions, rent arrears, service charges, and new tenancies.
- 4.2 Table 3 below shows, for both 2023/24 and 2024/25, the average turnaround time for letting voids and the percentage of stock that was void. Turnaround data is notoriously difficult to benchmark as different organisations measure different elements of the process, but the table shows that, in 2024/25, Clarion took the longest to re-let its empty properties. There has also been a significant reduction in properties becoming void this year from NHG and Clarion, a slight reduction from Riverside, with only Origin having an increase.

**Table 3: Average turnaround times and Voids 2023/24 and 2024/25**

HA	Average turnaround time for letting (days)		% of Camden stock void during the year	
	2023/24	2024/25	2023/24	2024/25
Clarion	339	86	2.3	0.5
NHG	25	42	2	0.5
Riverside	59	33	4.4	4.0
Origin	49	56	2.3	2.9

- 4.3 The table also shows an improvement from the previous analysis in the time that HAs are taking to let their empty properties with significant delay still recorded by Clarion. The Council will undertake a review of the nominations process in 2026.
- 4.4 Table 4 below shows the number of evictions carried out in Camden by the four HAs and the reasons for those evictions. It shows a reduction in overall number of evictions but that a greater proportion were for anti-social behaviour in 2024/25.

**Table 4: Evictions 2024/25 (2023/24 in brackets)**

HA	Rent Arrears	Anti-Social behaviour	Illegal Occupation	TOTAL
Clarion	1(3)	0(0)	0(0)	1(3)
NHG	0(3)	1(0)	0(0)	1(3)
Riverside	0(2)	3(0)	0(0)	3(2)
Origin	2(2)	0(0)	0(1)	2(2)
<b>Total</b>	<b>3(10)</b>	<b>4(0)</b>	<b>0(1)</b>	<b>7(10)</b>

- 4.5 Table 5 below shows what the HAs rent arrears were in Camden as a percentage of rent roll. HAs have shown an increase in debt this year with Origin having the most effective rent collection record. Riverside are merging their systems, and this data will be available in future.

**Table 5: Rent arrears as % of rent roll.**

HA	2023/24	2024/25
Clarion	6.0	6.2
NHG	5.1	5.4
Riverside	6.5	NA
Origin	4.3	5.3

- 4.6 Table 6 below is a new data set from this year and indicates the average weekly service charge where it is applicable. A housing association service charge is a payment made by tenants to cover the cost of services and repairs to shared parts of their building. These charges are essential for maintaining and providing services for properties, including communal areas,

cleaning, and repairs. Riverside due to merging of systems currently do not have this data.

**Table 6: Average weekly service charge (£)**

HA	Service Charge
Clarion	£13.52
NHG	£20.98
Riverside	NA
Origin	£25.24

- 4.7 Table 7 below shows the number of new tenancies each HA issued in Camden in 2023/24 and 2024/25 and whether they were lifetime or fixed term tenancies and indicates a significant increase from last year due to new developments. It also shows the continued shift away from fixed term tenancies that were approximately two-thirds of new lettings in 2018/19, with only Clarion issuing two fixed term tenancies in 2024/25.

**Table 7: New Tenancies 2023/24 and 2024/25**

HA	Lifetime (Assured) 2023/24	Lifetime (Assured) 2024/25	Fixed term 2023/24	Fixed Term 2024/25
Clarion	37	36	1	2
NHG	20	31	0	0
Riverside	49	30	0	0
Origin	116	217	0	0
<b>Total</b>	<b>222</b>	<b>314</b>	<b>1</b>	<b>2</b>

## 5. Maintenance of properties

- 5.1 There are two main measures that the Council collects of a HA's repairs performance in Camden:
- the number and nature of enquiries from Members and MPs on behalf of the HA's tenants and the length of time for responses
  - the number and nature of referrals from the HA's tenants to the Council's Private Sector Housing Team (PSHT), which is responsible for providing advice and enforcing Environmental Health standards in relation to private sector housing, including HA stock.
- 5.2 Table 8 below shows the performance of the big four HAs in Camden in relation to these two measures over the last 12 months.

**Table 8: Enquiries and complaints 2024/25**

<b>HA</b>	<b>STOCK</b>	<b>MEs</b>	<b>MEs% by stock</b>	<b>CLOSED (days)</b>	<b>REPAIRS /ASB</b>	<b>ENFORCEMENT NOTICES ISSUED</b>
Clarion	1283	21	1.6	17	11/5	5
NHG	1823	13	0.71	26	4/3	1
Riverside	2663	38	1.42	30	22/6	0
Origin	2715	27	0.99	17	18/1	7
<b>Total for all HAs</b>	<b>12515</b>	<b>120</b>	<b>0.96</b>	<b>22</b>	<b>67/20</b>	<b>13</b>

5.3 The table shows that, proportionally, Clarion had the most Member/MP and ASB enquiries, whilst Origin has the highest proportion of Member/MP enquiries that are repairs related. Riverside take the longest to respond to enquiries. Origin have had the most notices served from the Council's Environmental Health team to resolve repairs and the Council has set up fortnightly meetings to monitor these cases.

## **6. Fire Safety**

6.1 In general the HAs have policies to minimise risks of fire in properties, personal injury and property damage and statutory compliance (e.g., Building Act 2002) whilst implementing good practice.

6.2 The table below details whether fire safety works are required following inspections and if so, what has been completed;

**Table 9: Camden properties Fire Safety works summary.**

<b>HA</b>	<b>Works required</b>	<b>Summary of works</b>
Clarion	No	NA
NHG	No	NA
Riverside	Yes	Two buildings above 11m requiring external wall remediation. Fire doors replaced & FRA remedial works
Origin	Yes	Russell Mansions flats had LD1 domestic fire alarms installed

## 7. Damp and Mould

- 7.1 The table below details damp and mould cases and identifies if a hazard (under the Housing Health and Safety Rating system – HHSRS) is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard. If a hazard is less serious or less urgent, this is known as a Category 2 hazard.

**Table 10: High risk (Cat 1&2) Damp and Mould cases.**

HA	2023-24	2024-25	as % of stock
Clarion	21	22	1.7
NHG	29	79	4.3
Riverside	10	5	0.18
Origin	98	16	0.59

- 7.2 Table 10 indicates that NHG experienced the highest number of cases (all Cat 2) both absolutely and proportionally with regard to damp and mould being a hazard within their homes.

## 8. Development of new homes

- 8.1 Table 11 below shows the affordable housing delivered through HAs and the Council's Community Investment Programme (CIP) in each of the last five years.

**Table 11: Development of new affordable homes 2020/21-2024/25**

	2020/21		2021/22		2022/23		2023/24		2024-25	
	HAs	CIP	HAs	CIP	HAs	CIP	HAs	CIP	HAs	CIP
Social Rent Units	8	79	16	16	16	51	53	77	129	49
Affordable Rent Units	24	0	47	0	0	0	12	0	78	29
Intermediate Housing Units*	6	0	41	0	7	0	107	0	68	0
TOTALS	38	79	104	16	23	51	172	77	275	78

\*Intermediate Rent and Shared Ownership

- 8.2 The table shows that HAs have delivered 275 affordable housing units this year, a significant increase from previous years. The large schemes which effected this change were 128 units at Kings Cross Central (Origin), Capella and Deltic House and A2 Dominion delivered 86 units at 156 West End Lane.

**9. Finance Comments**

- 9.1 This report provides an update on the performance of the 4 largest housing association landlords within the borough. Therefore, any financial information quoted within the report relate to the housing associations referenced and not Camden Council.

**10. Legal Comments**

- 10.1 The report provides an update on housing association activity in Camden and therefore there are no legal implications for the Council.

**11. Environmental Implications**

- 11.1 This report provides an update on housing association activity in Camden and therefore there are no environmental implications arising for the Council.

**REPORT ENDS**