

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: Update on the Internal Housing Stock Condition Survey	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Fire Safety & Building Safety Panel	DATE: 22 June 2026
<p>STRATEGIC CONTEXT As part of the Safety & Quality Consumer Standard the council is expected to have appropriately up to date information on all tenanted homes to inform investment decisions and appropriately manage risks in the home.</p>	
<p>SUMMARY OF REPORT The report provides a summary of the council's internal stock condition survey of tenanted homes.</p> <p>Local Government Act 1972 – Access to Information No documents that require listing were used in the preparation of this report.</p> <p>Contact Officer: Sinéad Burke, Chief Asset Management Officer Sinead.Burke@camden.gov.uk</p>	
<p>RECOMMENDATIONS The Panel is asked to note and comment on the report</p>	

Signed



Date 10th June 2026

1. SUMMARY

- 1.1 This report provides a summary of the Council's work to ensure it has up to date condition information for the internal areas of all tenanted homes; this is to inform investment decisions and assist in managing risks in the home.
- 1.2 The work does not cover leasehold homes, and the Council does not have responsibility for the maintenance of the interiors of these homes other than for some communal services.

2. CONTEXT

- 2.1 The Council has carried out 5-yearly stock condition surveys since at least 2007. Until 2023 this included an external survey to 100% of homes (both tenant and leasehold), an internal survey of 10% of tenanted homes. These surveys have been used as an important baseline for the development of investment programmes although other relevant sources on the condition of homes are also used.
- 2.2 In 2023, the Regulator for Social Housing (RSH) introduced new Consumer Standards, including one relating to “Quality and Safety” of homes. The RSH expectation in terms of a housing provider understanding of the condition of their homes is set out below.

2.1 Stock quality

2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their homes, based on a physical assessment of all homes and keep this up to date.

2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:

a) compliance with health and safety legal requirements

b) compliance with the Decent Homes Standard

c) delivery of repairs, maintenance and planned improvements to homes, and

d) allocating homes that are designed or adapted to meet specific needs appropriately.

Link: [Safety and Quality Standard - GOV.UK](https://www.gov.uk/government/standards/safety-and-quality-standard)

- 2.3 In 2024 in accordance with the RSH expectation that housing providers have information at an “individual property level”, the council procured a contract to expand the information on the interior of homes to 100%. Camden’s interpretation of “up to date” is that the information should be from within the past 5 years; this is a generally accepted industry view.

3. PROGRAMME DELIVERY

- 3.1 In July 2024 following a tender exercise which was carried out in accordance with public procurement procedures the Council appointed external surveyors MLCS3 to undertake an internal stock condition survey. As 10% of homes were surveyed in 2023, the contract made provision to include up to 90% of homes.
- 3.2 MLCS3 began surveys in November 2024. The work began in batches of approximately 4,000 surveys at a time, with further batches being issued subject to performance. By May 2026, MLCS3 had completed c.15,000 surveys. All batches of surveys have been issued, and by now most residents will have had at least initial contact from them
- 3.3 Residents receive a joint introductory letter from Camden and MLCS3 inviting them to agree a suitable time to for the survey. There are contact details for Camden staff should the resident want to double check the legitimacy of the letter. All MLCS3 surveyors wear ID when attending survey appointments.
- 3.4 MLCS3 will make three efforts to arrange a survey and in general, through achieve access to 70% - 75% of homes.
- 3.5 The council expects MLCS3 to complete their programme in October 2026.
- 3.6 Combining the outcomes of the surveys done in 2023, the MLCS3 surveys and information from voids and new build properties, by March 2026 the council had up to date information on the interior of almost 70% of all tenanted homes; up from just over 25% in March 2025.
- 3.7 The Council is now starting to work on approaches to achieving access to all remaining homes; this may include embedding the survey process within other repair, inspection or survey programmes.
- 3.8 In Summer 2026 the scope of the survey was expanded to include additional survey questions on private balconies. The Council is responsible for the maintenance of balconies to both leasehold and tenanted homes, and to that end they had been surveyed visually as part of the 5-yearly external stock condition survey. The internal survey, while it is limited to tenanted homes, offers the opportunity to complete a detailed physical inspection to a large proportion of private balconies to help determine if there are issues to address.

4. PROGRAMME OUTCOMES

- 4.1 The key aspects of the survey are:
- an assessment of the condition of the kitchen, bathroom and other internal elements which affect the homes compliance with the Decent Homes standard
 - collection of internal information necessary to calculate the energy performance rating of the home
 - completion of a Housing Health and Safety Rating System survey, which assesses the home for the presence of 29 risks including damp and mould, falls, excess cold etc.
 - collection of information on the condition of the internal aspect of windows and the presence of window restrictors.

- 4.2 There are two general approaches to addressing the findings:
- Some findings necessitate the addition of the home to a capital programme; particularly where a new kitchen and/or bathroom is required.
 - Other findings necessitate repair orders, for example if serious damp and mould is reported.
- 4.3 So far, 54 homes have been found to be non-decent as a result of the surveys done by MLCS3 and appropriate work is being commissioned to improve these homes to the expected standard. Note some of these may have already been non-decent for other reasons, e.g. related to the condition of the exterior of the building.
- 4.4 Within surveys done by Savills in 2023, some serious hazards were discovered; mostly related to missing smoke and CO alarms. Since October 2022 it has been the responsibility of the landlord to ensure homes have adequate smoke and CO alarms. Owing to the significant progress of the smoke (above 95% installed) and CO (100% installed) alarm installation programme since then, this issue is observed much less frequently.
- 4.5 Within the 15,000 surveys done by MLCS3, there have been 54 reports of Cat A hazards; these are reported internally to relevant repair teams and actioned accordingly.

5. CONCLUSION

- 5.1 The Council has made good progress on the completion of a 100% internal stock condition survey and expects the current appointed surveying firm to complete work by autumn 2026 as expected. During this programme the council has expanded the work to gather detailed information related to private balconies. Low levels of non-decency, and low levels of serious hazards have been observed, but the Council has taken appropriate action where issues have been discovered.

6.0 COMMENTS OF THE BOROUGH SOLICITOR

- 6.1 The Borough Solicitor has been consulted and has no comment on this report.

7. COMMENTS OF THE EXECUTIVE DIRECTOR OF CORPORATE SERVICES

- 7.1 The purpose of this report is to provide a summary of the council's internal stock condition survey of tenanted homes. There are currently no financial implications arising from this report.
- 7.2 Finance will work with the service to monitor and ensure as much as possible that associated costs are funded from existing resources

8. ENVIRONMENTAL IMPLICATIONS

- 8.1 The proposed Minimum Energy Efficiency Standards will drive the delivery of additional energy efficiency works.

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