

# City of London Corporation Committee Report

<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Dated:</b> 21/10/2025
<b>Subject:</b> Inside Every Home Project – Household Surveys	<b>Public report:</b> For Information
<b>This proposal:</b> <ul style="list-style-type: none"><li>• delivers Corporate Plan 2024-29 outcomes</li><li>• provides statutory duties</li></ul>	
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<b>If so, how much?</b>	
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	
<b>Report of:</b>	Judith Finlay, Executive Director of Community and Children's Services
<b>Report author:</b>	Helen Chantry, Head of Housing Management

## Summary

This report provides an update on the Inside Every Home project, launched this summer to ensure the safety, compliance, and continuous improvement of our housing stock. The project involves visiting every home across our estates to complete essential safety checks and to conduct a comprehensive household survey.

While the project comprises four key components - Gas Safety Checks, Electrical Safety Checks, Stock Condition Surveys, and Household Surveys - this report focuses on the Household Surveys element.

## Recommendation

Members are asked to: Note the report.

## Main Report

### Background

1. As a social landlord, the City Corporation has a responsibility to ensure that all its homes are safe, well-maintained, and meet the needs of residents. Accurate and comprehensive data underpins every aspect of effective housing management. Without reliable information about the condition of our properties and the people living in them, it is impossible to plan maintenance, target investment, or deliver services that are responsive to residents' needs.
2. Improving the quality of our data is essential for several reasons. Firstly, it enables us to fulfil our legal and regulatory obligations. The Consumer Standards require landlords to demonstrate that their homes are safe, decent, and fit for purpose. This includes having up-to-date records on key safety checks, such as gas and electrical testing, as well as detailed information about the physical condition of each home. Accurate data ensures that we can evidence compliance, respond promptly to any issues, and take a proactive approach to managing risk.
3. Secondly, robust data allows us to plan and prioritise investment in our housing more effectively. By understanding the age and condition of building components, such as windows, kitchens, bathrooms, and heating systems, we can make informed decisions about where to allocate resources, schedule major works, and prevent issues before they arise. This not only helps to maintain the quality and safety of our homes but also delivers better value for money for residents and the organisation.
4. Having accurate information about our residents and their households is vital for delivering equitable and inclusive services. It enables us to identify vulnerable residents, tailor support to those with specific needs, and ensure that our communications and engagement activities are accessible to all. In emergency situations, such as a fire or major incident, up-to-date household data is critical for ensuring the safety and wellbeing of everyone living in our homes.
5. In summary, the drive to improve our data is not simply a matter of compliance, but a core part of our commitment to providing safe, high-quality homes and excellent services for all residents. The Inside Every Home project is a key step towards achieving this goal, ensuring that we have the information we need to manage our homes and support our communities effectively.

### **Inside Every Home Project – Key Elements and Objectives**

6. The Inside Every Home project was initiated to address several key objectives:
  - To ensure all homes meet current safety and compliance standards.
  - To gather up-to-date information on the condition of our housing.
  - To better understand the needs and demographics of our residents, enabling us to better tailor services and future investment.
7. The four components of the project are as follows:

- **Gas Safety Checks:** Annual checks to ensure gas appliances are safe and functioning correctly.
- **Electrical Safety Checks:** Testing of electrical installations to identify and address any faults.
- **Stock Condition Surveys:** Assessment of key components such as windows, kitchens, bathrooms, and communal areas.
- **Household Surveys:** Collection of demographic and household data to inform service delivery.

## Household Surveys

8. We are currently setting up the Household Surveys element of the project. As part of this, we will be visiting every household to conduct a household survey. The primary aim of this survey is to collect essential demographic and household data, including:
  - Household composition (number of occupants, ages, relationships)
  - Ethnicity, language, and accessibility needs
  - Health and wellbeing needs, including any disabilities or support requirements
  - Resident satisfaction and service feedback
9. A Project Manager has been recruited to mobilise the Household Surveys element. It is intended that, once a team of Visiting Officers has been recruited and trained, surveys will begin later in Q3.

## Why we are collecting this data

10. Landlords are required to collect household demographic and other data for several reasons:
  - **Regulatory Compliance:** The Regulator of Social Housing's Consumer Standards and the Decent Homes Standard require landlords to understand and respond to the needs of their residents, including those with protected characteristics. This is predicated on having complete and accurate data on households living in the homes we manage.
  - **Service Improvement:** Accurate data enables us to tailor services, communications, and support to different groups, ensuring inclusivity and accessibility more effectively.

- **Investment Planning:** Understanding the makeup and needs of our resident population informs future investment decisions, ensuring resources are targeted where they are most needed.
- **Equality and Diversity:** Collecting demographic data helps us monitor and promote equality, diversity, and inclusion across our estates. Accurate data is fundamental to being able to comply with our Equality Act duties.
- **Emergency Planning:** Up-to-date information ensures we can respond effectively in emergencies, particularly for vulnerable residents.

## **Benefits and Uses of the Data**

11. The information gathered through the Household Surveys will be instrumental in shaping the way we manage our homes and deliver services to residents. By having a clearer and more accurate picture of who lives in our properties and what their specific needs are, we can ensure that our support is both targeted and effective. For instance, if we know which households include residents with disabilities or health needs, we can prioritise adaptations, offer tailored advice, and ensure that communications are accessible.
12. This improved understanding will also allow us to plan investment and maintenance more strategically. When we have reliable data on the age and condition of building components, as well as the needs of the people living in each home, we can make informed decisions about where to focus resources. This means we can address issues before they become urgent, reduce the risk of disrepair, and ensure that our homes remain safe and comfortable for everyone.
13. Also, the data will enhance our ability to engage with residents. By understanding the diversity within our communities, we can design engagement activities and communications that are relevant and inclusive, ensuring that all voices are heard and that residents feel involved in shaping the services they receive. This will help us deliver on commitments made in both our Housing Strategy and the Housing Resident Involvement Strategy.
14. From a compliance perspective, the data will provide robust evidence that we are meeting our statutory and regulatory obligations as a landlord. It will also support our efforts to promote equality, diversity, and inclusion, helping us to identify and address any disparities in service provision.
15. Finally, the information will be invaluable in emergency situations. Up-to-date household data enables us to respond quickly and appropriately to incidents, ensuring that vulnerable residents receive the support they need without delay.

## **Timeline and Costs**

16. We anticipate that the household surveys will take approximately six months to complete, as was the case during our last programme which concluded in 2019. With the added scope of including homeowners, this may be extended slightly to ensure comprehensive coverage.

17. With an assumed start in November, we expect the survey phase to continue through to around May 2026.

18. A detailed project timeline will be developed to set out key milestones, and funding will be finalised, with the majority of costs relating to additional staff resources for the duration of the project. Further updates on progress, delivery, and any emerging issues will be brought to this Sub-Committee as the project advances.

### **Approach to Surveying Homeowners**

19. While the primary focus of the Inside Every Home project is on our tenanted properties, we will also be engaging with leaseholders and freeholders across our estates. However, the household survey for these residents may take a different form, reflecting the relationship between the City Corporation and leaseholders or freeholders. Unlike tenants, leaseholders and freeholders are responsible for the internal maintenance and safety of their own homes, and our legal obligations as a landlord are more limited in these cases.

20. Nevertheless, it is important for us to maintain open lines of communication and to understand the wider community's needs, particularly in relation to communal areas, building safety, and estate-wide services. By gathering relevant information from leasehold and freehold households, albeit through a more tailored survey, we can ensure that our investment planning, safety initiatives, and community engagement activities are inclusive and responsive to all residents, regardless of tenure.

### **Data Protection**

21. All data collected will be managed in accordance with data protection legislation and used solely for the purposes of improving our services, planning investment, and ensuring the safety and wellbeing of residents.

22. We will use the opportunity to ask residents if they would like to opt in to receive communications from us, become involved in resident engagement activities, or be referred to other agencies for support or advice.

### **Corporate & Strategic Implications**

**Strategic implications** - The Inside Every Home project, particularly the household surveys, will directly support delivery of the City of London's Corporate Plan objectives by enabling us to better understand our residents and their needs. This improved insight will help us promote safe, inclusive, and resilient communities, ensure equitable access to services, and provide targeted support to those who may require additional assistance. In doing so, the project strengthens our ability to deliver high-quality public services and foster community wellbeing in line with the Corporate Plan's priorities.

### **Financial implications**

### **Resource implications**

**Legal implications** – none.

**Risk implications** – none.

**Equalities implications** – Conducting these household surveys will play a key role in helping us meet our duties under the Equality Act. By collecting detailed information about residents' characteristics, needs, and circumstances, we can identify and address any barriers to accessing our services, ensure fair treatment for all, and make reasonable adjustments where necessary. This proactive approach enables us to promote equality of opportunity, foster good relations within our communities, and ensure that our policies and practices are inclusive and compliant with our legal obligations.

**Climate implications** – none.

**Security implications** – none.

## **Conclusion**

23. The Inside Every Home project is part of our commitment to understanding the people who live in our homes and ensuring that all residents receive appropriate support. By visiting every property and gathering relevant household information, we aim to build stronger relationships with all residents, whether tenants, leaseholders, or freeholders, and to identify those who may require additional assistance or tailored services.
24. Including homeowners in this process, through a survey tailored to their circumstances, ensures that we have a comprehensive understanding of our communities and can assist anyone who might benefit from extra support. Our goal is to use this information to engage more effectively, respond to individual needs, and ensure that everyone has equitable access to the help and services they require.
25. The success of this project depends on the cooperation of all residents. By working together and sharing accurate information, we can ensure that our services are accessible, responsive, and focused on supporting those who may need it most.

## **Appendices**

- None

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