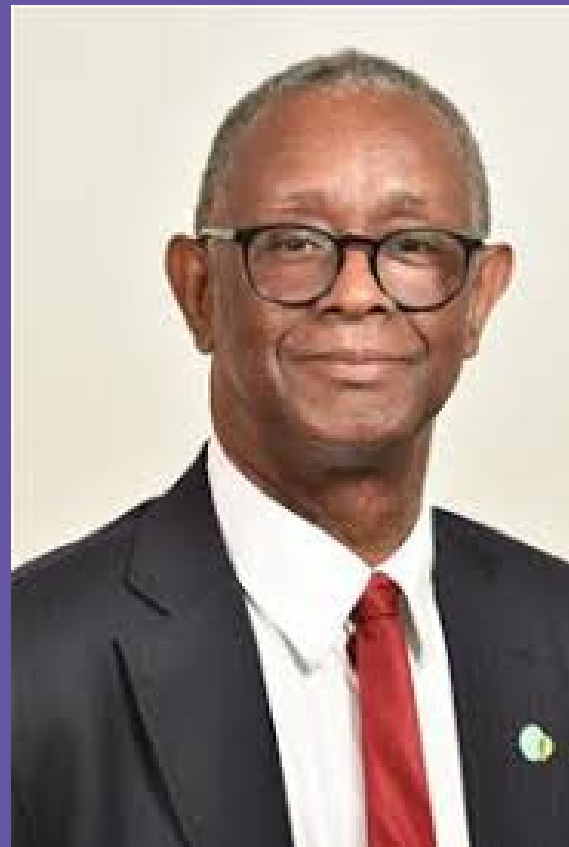


BRENT SOCIAL HOUSING COMPACT

2026-2031



FOREWORD



Cllr Robert Johnson
Cabinet Member for Housing

I am delighted to introduce Brent's Housing Compact, a shared commitment between the Council and our housing partners to deliver better homes, stronger communities, and a fairer future for everyone in our borough.

Housing is one of the most important issues facing Brent today. We understand that a home is about more than bricks and mortar, it underpins people's health, wellbeing, and life chances. Every resident deserves access to a safe, affordable home and a neighbourhood they can be proud of. This Compact sets out how we will work together to turn that ambition into practical action.

Through closer collaboration with our Registered Providers (RPs), we will focus on the issues that matter most to residents. These include increasing the supply of genuinely affordable homes, improving the quality and safety of existing housing, preventing and reducing homelessness, and investing in clean, safe, and thriving neighbourhoods. The Housing Compact strengthens our collective commitment to tackling these challenges in a coordinated and consistent way.

Crucially, this Compact is shaped by what residents have told us. By working in partnership with residents and actively listening to their priorities, we will ensure that housing decisions reflect the needs and aspirations of the people who live in Brent. Together, we can build a better Brent, and a borough where everyone has a place to call home.

INTRODUCTION

Brent is a borough of opportunity and diversity, but for many residents significant housing challenges continue to affect their daily lives. A secure and affordable home is fundamental to people's wellbeing and opportunities, yet this remains out of reach for too many people in the borough. Rising demand, combined with affordability pressures, means that housing need is increasing in scale and complexity. Meeting this challenge requires effective collaboration across the housing sector, with partners working together to deliver homes and communities that meet the needs of Brent residents.

The scale of the problem

High rental costs, alongside the ongoing cost-of-living crisis, have made it more difficult than ever for individuals and families to afford suitable housing. The Brent Local Plan (2019–2041), supported by the Strategic Housing Market Assessment, sets out the scale of housing need in the borough. By 2041, Brent will likely require nearly 50,000 new homes, with almost half of these needing to be affordable in order to meet local demand.

What We Are Doing Together in Brent

All Housing Compact partners are committed to addressing housing need and improving the quality, safety and sustainability of homes across the borough. Over the past five years, registered providers have delivered more than 3,500 low-cost affordable homes in Brent, making a significant contribution to meeting local need.

Further, Brent Council's New Council Homes Programme is delivering hundreds of new homes across the borough, ranging from infill developments to major estate regeneration projects. The Borough Plan (2023–2027) commits Brent Council to delivering 5,000 affordable homes by 2028, including 1,700 new council homes. This ambition sits alongside the ongoing

contribution of registered providers and reflects a shared determination across the sector to ensure that everyone in Brent has access to a safe, decent, and genuinely affordable home.

Increasing supply is only part of the challenge. Compact partners are also investing in the quality and safety of existing homes. Landlords operating in Brent are preparing for the new consumer standards by improving building safety, tackling damp and mould, and strengthening resident engagement. These collective efforts are already making a difference, from families moving into new homes to estates being improved and modernised.

Strong partnerships between Brent Council, registered providers, and wider housing partners are more important than ever. Shared priorities, coordinated action, and collective accountability across the housing sector will be critical to addressing housing need and supporting sustainable communities in the borough.

The Changing Context for Housing

Housing in Brent is being shaped by a rapidly evolving economic and policy landscape. At a national level, local government is operating under increased financial strain due to rising costs and constrained funding. Although the Council has invested heavily in new homes, significantly more needs to be done to meet demand.

At the same time, the housing sector has entered a new era of accountability and consumer protection. The Social Housing (Regulation) Act 2023 introduces a proactive regulatory regime, with strengthened consumer standards covering safety, quality, transparency, and tenant influence. From April 2024, the Regulator of Social Housing has enhanced powers to inspect and enforce compliance, raising expectations of landlord performance across the sector.

Additionally, Awaab's Law, introduced following the tragic death of Awaab Ishak, places legal duties on landlords to investigate and remedy hazards such as damp and mould within strict timeframes. Compact partners welcome these changes, as they provide an opportunity to strengthen services, improve outcomes for residents, and ensure that all organisations are held to consistent, transparent standards. The Compact provides a framework through which partners can support one another to meet these expectations and continuously improve.

What the Compact Will Do

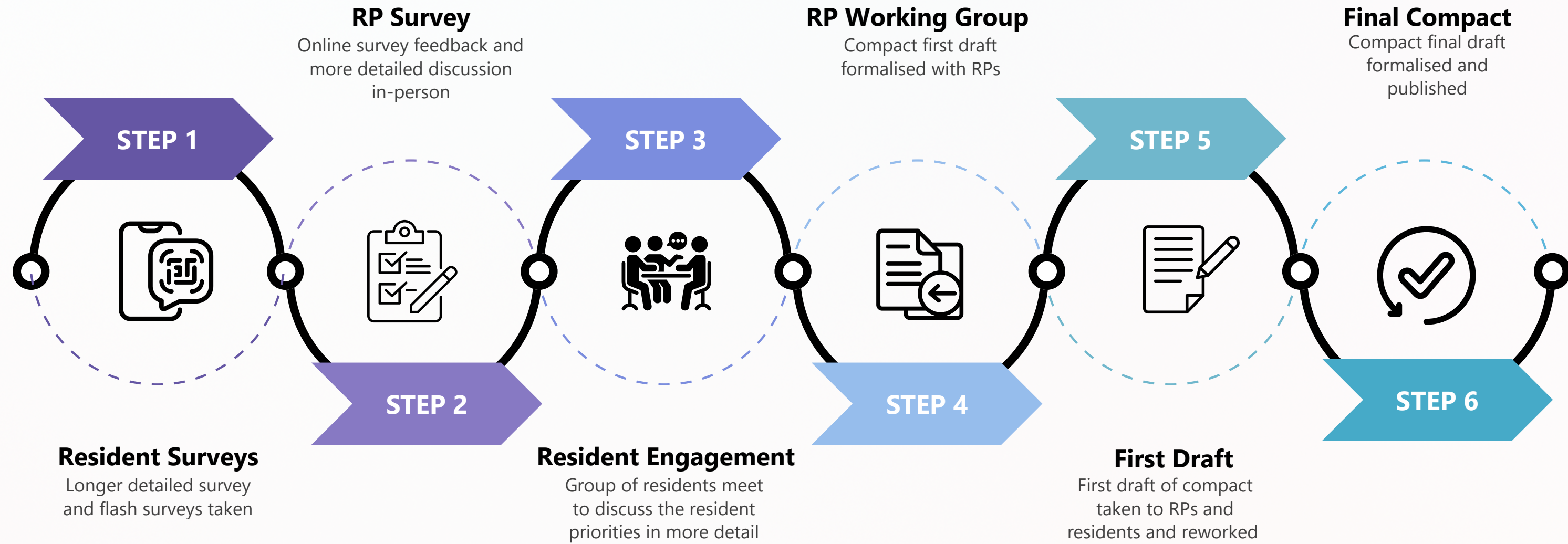
The Housing Compact sets out shared priorities and commitments to:

- Deliver more affordable homes, aligned with Brent's Local Plan priorities.
- Improve the quality and safety of existing homes to meet and exceed new regulatory standards.
- Create cleaner and safer neighbourhoods where residents can thrive.
- Prevent and reduce homelessness by sustaining tenancies and supporting people into secure homes.
- Provide tailored services to residents and embed their voices in how services are designed and delivered.

By agreeing and delivering this Compact, Brent Council and its housing partners place residents at the heart of everything we do. The Compact provides a flexible framework through which partners can agree how they will work together to achieve shared outcomes.



DEVELOPMENT

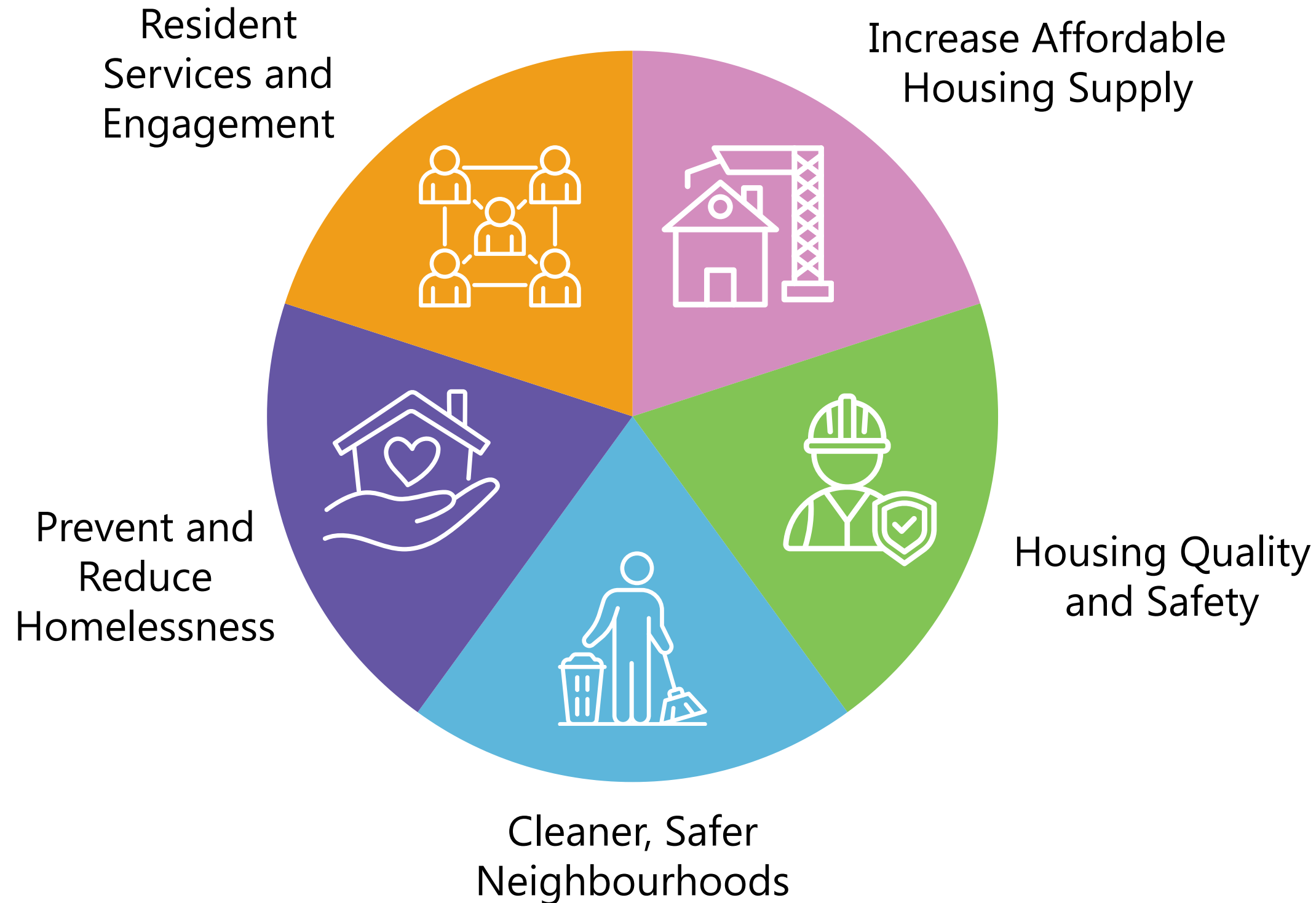


OUR HOUSING COMPACT

2026-2031



Five Key Themes:



The Housing Compact draws directly on resident feedback to identify five key themes that reflect what matters most to people living in Brent. These themes set out the shared priorities that will guide joint working between the Council and its housing partners over the lifetime of the Compact.

The five key themes are:

- Increase the Affordable Housing Supply
- Housing Quality and Safety
- Cleaner, Safer Neighbourhoods
- Prevent and Reduce Homelessness
- Resident Services and Engagement

These cross-cutting themes represent where residents have told us the greatest priorities lie. While each theme has a distinct focus, they are closely interlinked. Delivering tangible improvements for residents, their homes, and their neighbourhoods depends on collaborative action across all five themes.

DELIVERING THE COMPACT

Delivering the Housing Compact requires strong governance and effective collaboration between Brent Council and its registered providers. The Compact provides a shared framework for action across the housing sector that will drive measurable improvements for residents, their homes, and their neighbourhoods.

To ensure the Compact leads to meaningful change, we have established a clear governance structure and delivery approach that supports joint working, transparency between partners, and continuous improvement.

Compact Taskforce

The Compact Taskforce will support the day-to-day delivery of the Housing Compact. Made up of Compact leads from the Council and partner organisations, the Taskforce will meet regularly to review progress, identify emerging risks, and agree corrective action where required.

Each partner organisation will be responsible for delivering the commitments relevant to their services,

with Compact leads accountable for coordinating activity and escalating risks or underperformance through the Taskforce.

The Taskforce will:

- Monitor and evaluate performance against key performance indicators linked to each of the five Compact themes.
- Establish effective communication and knowledge-sharing channels between partners.
- Coordinate cross-sector focus groups and forums to share learning and best practice.
- Produce an annual report on delivery of the Housing Compact.

Measuring Progress

The primary mechanism for measuring the delivery of the Housing Compact will be the Tenant Satisfaction Measures (TSMs). TSMs provide a consistent and well-recognised framework for assessing landlord performance and resident

experience, and reflect many of the issues residents have identified as most important.

Where additional measures are required to assess progress against specific commitments, these are set out within each section under *Measuring Outcomes*. These metrics will supplement the TSMs and track progress on particular priorities.

Performance data will be used not only to monitor outcomes, but also to inform joint improvement activity and target support where performance or resident experience falls below expected standards. Key findings and progress updates will be shared with residents.

The Housing Compact is a flexible framework and will be reviewed regularly to ensure it remains responsive to resident priorities, and the wider housing context.



Increase Affordable Housing Supply

Background



£551,000

Average house price
(Sept 2025)

£1,853pcm

Average private rent for a
two-bed home (Oct 2025)

14.67x median earnings

Housing affordability ratio (compared to an
affordable range of 4-6x)

Residents told us this was important to them:

"Building homes suitable for families."

"Tackling empty homes to bring them into use."

"Need good quality, affordable housing"

36,000+ households

Currently on Brent's social housing
waiting list (around 1 in 10 residents)

- Average wait for two-bed homes: 10+ years
- Average wait for four-bed homes: 20+ years

The Brent Borough Plan

- 5,000 affordable homes to be delivered by 2028 including 1,700 new council homes

Increase Affordable Housing Supply

Commitments under this theme:

1. Deliver new affordable homes

- Contribute to and encourage the delivery of new affordable homes, aligned with Brent's Local Plan and wider housing strategies.
- Prioritise the delivery of a diverse range of affordable homes, including larger family-sized properties and adapted or accessible homes, to meet the varied needs of Brent's residents.
- Work in partnership to maximise affordable housing delivery opportunities across the borough.

2. Maximise housing stock

- Work collaboratively to promote downsizing incentives for Council and Registered Provider tenants, helping to free up larger homes for families.
- Address long-term voids through shared learning and best practice to bring homes back into use more quickly.
- Strengthen nominations and allocations processes to make best use of available housing stock. This includes reducing void turnaround times, remove barriers to nominations, and enable faster and more effective matching of households to homes.
- Share best practice on effective stock management and successful schemes.

3. Facilitate housing development

- Work in partnership to identify and unlock sites and opportunities to accelerate housing delivery.
- Collaboratively explore ways to streamline planning and development processes for schemes that align with the principles of the Compact.
- Share learning from successful delivery of housing schemes, including successful approaches to community wealth building.
- Support Community Land Trusts (CLTs) by sharing expertise, reducing delivery barriers and exploring opportunities to bring forward sites.

PERFORMANCE INDICATORS

- Regular reporting on new affordable housing delivery.
- Frequent check-in meetings with Registered Providers to review stock maximisation opportunities.
- Reviewing Brent's allocations and nominations agreements.
- Monitoring void turnaround times and returns to use.
- Planning metric (tbc)

Housing Quality and Safety

Background



77.9%

Non-emergency responsive repairs completed on time

87.5%

Emergency responsive repairs completed on time

44%

Of residents stated the most valued feature of living in Brent is that it is a **safe area**

Residents told us this was important to them:

"Better repairs service"

"Safety of residents"

"Improvements in existing homes"

"Building safety remediation works"

The **Social Housing (Regulation) Act** introduced proactive inspections and strengthened consumer standards in 2023.

From 2024, the **Regulator of Social Housing** gained enhanced enforcement powers, increasing scrutiny of landlord performance.

Awaab's Law requires landlords to investigate and fix hazards such as damp and mould within strict legal timescales.

Housing Quality and Safety

Commitments under this theme:

1. Improve stock condition & repairs

- Improve and maintain property condition data to facilitate data-driven decision making.
- Gather insight on how partners communicate with tenants about complex repairs, and commit to improving clarity and delivery.
- Share data on repairs timeframes and quality to serve as benchmarks for improvements.
- Commit to regular performance reviews and shared learning where issues are recurring, to prevent repeat failures and improve outcomes.

2. Ensure building safety & compliance

- Align compliance and safety processes to meet Social Housing Regulations, ensuring hazards are addressed within statutory timeframes.
- Ensure that all homes (including high-rise buildings) are fully compliant with all fire safety regulations through data sharing.
- Jointly monitor and complete fire risk assessments, gas safety checks and five-year electrical inspections.
- Share best practice and coordinate responses to strengthen assurance and resident safety.
- Work in partnership with Public Health to identify and address health risks within the home, including damp and mould, indoor air quality, and hazards affecting vulnerable residents.

3. Reduce damp & mould issues

- Facilitate the alignment of damp and mould protocols in accordance with Awaab's Law.
- Agree joint protocols for urgent repairs, meeting statutory timeframes for hazard removal.
- Share best practice and improve information provided to residents to help them understand and mitigate the risks of damp and mould.
- Share data to identify trends, repeat issues and any properties at higher risk.

PERFORMANCE INDICATORS

- Percentage of housing stock that has up-to-date condition data.
- Average repair completion times, differentiated by priority
- Number and severity of damp and mould cases
- Time taken to complete damp and mould works
- Resident satisfaction with damp and mould responses and advice provided
- Percentage compliance with safety requirements under Social Housing Regulations.
- Completion rates of FRA, gas and electrical checks.

Cleaner, Safer Neighbourhoods

Background



33.8%

Household waste recycled in Brent in Q3 2024/25. Around average London performance.

Over 5,700 cases

Of enforcement action taken against waste and fly-tipping incidents in the past year.

35,000

cases of flytipping 2022-23

Strategies in place

- Brent's **Climate and Ecological Emergency Strategy 2021-2030** set a borough-wide framework for reducing carbon emissions, improving air quality and enhancing biodiversity.
- The Council's **Waste and Recycling Strategy** focuses on increasing recycling rates, reducing contamination and tackling fly-tipping through prevention and enforcement.

Residents told us this was important to them:

"Keep the estate clean"

"Improving the environment around the local area "

"Anti social behaviour and safety"

"Ease issues such as flytipping"

Cleaner, Safer Neighbourhoods

Commitments under this theme:

1. Enhance street cleaning and waste management

- Share learning to improve approach to bulk waste management and fly-tipping response, ensuring faster collection times and joint enforcement.
- Standardise communication to residents around waste disposal, recycling and bulky waste processes.
- Commit to joint estate walkabouts and monitor environmental conditions to agree improvement action plans.
- Share data on hotspot locations between council services and RPs to reduce duplication and increase efficiency.

2. Manage and reduce Anti-Social Behaviour (ASB)

- Use a multi-agency joint-working approach for serious and high-risk ASB cases (e.g. those requiring escalation such as BJAG or MARAC referrals), while ensuring proportionate responses for lower-level issues.
- Ensure a multi-agency joint-working approach is used by all partners to address anti-social behaviour.
- Commit to advertising outreach services within neighbourhoods to ensure early intervention is available for potential perpetrators of ASB.
- Provide safeguarding and dedicated victim support measures for residents affected by ASB, ensuring they are informed and supported to appropriate services throughout case management.

3. Promote Sustainable Living

- Support residents to adopt sustainable behaviours through joint campaigns e.g. energy saving, responsible waste disposal and active travel
- Promote green infrastructure initiatives such as tree planting, biodiversity improvements and community gardens, particularly in areas with limited access to green space.
- Encourage resident awareness and engagement activities related to climate change and environmental sustainability.

PERFORMANCE INDICATORS

- Number of fly-tipping incidents
- Number of joint estate walkabouts
- Recycling rates across the borough
- Evidence of resident engagement activities related to waste, recycling and sustainable living
- Number of ASB cases recorded
- Number of ASB cases resolved through multi-agency intervention

Prevent and Reduce Homelessness

Background



3,600 children

Living in temporary accommodation

170 households

per week
Average homeless approaches

521 people

Rough sleeping in 2024/25
(21% increase from 2023/24)

Residents told us this was important to them:

"Tackle homelessness and inequality, reduce poverty" "Appreciate the support from Brent [in] relief from homelessness"

£100,000 daily

Spent on temporary accommodation costs in 2025

- Brent has one of the highest rates of temporary accommodation usage in London

The Affordability Challenge:

Recent research highlights the severity of the affordability crisis in London:

- Only **1.7% of the private rented sector** homes in London are affordable to households relying on Local Housing Allowance

Prevent and Reduce Homelessness

Commitments under this theme:

1. Strengthen early intervention approach

- Work proactively to identify residents at risk of homelessness early. Partners will maintain effective tenancy sustainment support and are expected to sign up to the National Housing Federation's Commitment to Refer, working jointly to prevent homelessness.
- Ensure clear referral pathways between housing, welfare, and support services so residents can access advice and financial support at the earliest stage.
- Work with RPs to understand how to work with households at risk of homelessness due to domestic abuse and mutual exchanges as a means of prevention.

2. Deliver a joined-up approach to key services

- Identify and implement opportunities to deliver coordinated support for residents experiencing or at risk of homelessness, including those experiencing mental ill health, substance misuse, or complex health needs
- Partners will engage in multi-agency forums involving housing, health and social care services, including through nominated representatives to support tenancy sustainment.
- Partners providing temporary accommodation will deliver proactive tenancy management, including early support, regular contact, and joint working with the Council to stabilise tenancies and support move-on.
- Work collaboratively, including through co-location where possible to improve information sharing and understanding of resident needs.

3. Share data for prevention

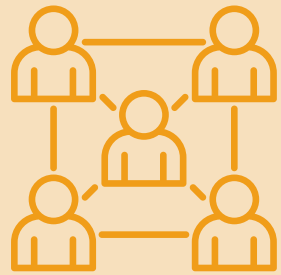
- Monitor homelessness trends and share relevant data (e.g. arrears, tenancy warnings) through statutory reporting and local performance monitoring
- Share learning and good practice using resident feedback, complaints and lived experience data to understand causes of homelessness and improve services.

PERFORMANCE INDICATORS

- Rough sleeping figures and homelessness approaches
- Crisis: record if someone left social housing and went onto the streets
- % of successful homelessness preventions.
- Number of evictions
- Number of referrals made by Registered Providers to the Council's homelessness prevention services.
- Built for Zero
- Best practice examples demonstrating sustained tenancies and positive resident outcomes.

Residents Services and Engagement

Background



64%

of Brent residents are from BAME backgrounds

37%

of residents use a main language other than English

58%

of residents would like to be more involved in local decision making

Residents told us this was important to them:

"Create better communication"

"Improve overall services for residents"

"Ensure consistent engagement and transparency"

Resident satisfaction with housing services remains a key challenge:

47.8%

Residents satisfied with the overall service from their landlord

56.9%

Residents satisfied that their landlord keeps them informed about what matters most

Brent's Tenant and Leaseholder Engagement Strategy (2024-2028) commits to:

'strengthening resident voice, improving communication, and engaging residents in inclusive and accessible ways.'

Residents Services and Engagement

Commitments under this theme:

1. Improve resident engagement

- Support and participate in joint estate roadshows and outreach activities, including Registered Providers contributing to existing events to engage residents locally.
- Ensure clear and consistent signposting so residents understand how to access services and raise concerns
- Provide clear and accessible communication for residents, including the use of plain language and alternative formats where needed.
- Be transparent about landlord performance, sharing information so that residents can challenge and hold partners accountable.
- Actively use community insight and lived experience to inform service improvements and neighbourhood priorities.

2. Increase resident involvement in decision-making

- Promote meaningful opportunities for residents to influence decisions that affect their homes, services, and neighbourhoods.
- Offer clear feedback to communities on how their involvement has influenced decisions and outcomes.
- Jointly explore and adopt best practice from across the housing sector to strengthen resident voice in local decision making.
- Embed resident involvement in service design, delivery and renewal processes.

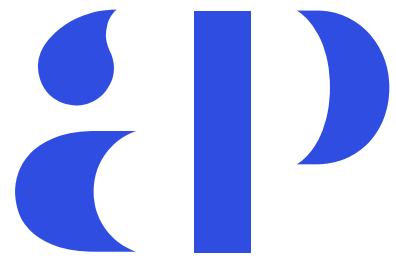
3. Strengthen communities and resident wellbeing

- Work in partnership with housing, public health, and community services to identify residents who may require additional or targeted support.
- Collaborate in neighbourhoods, including through joint events and outreach to proactively identify and support residents.
- Work together to ensure an aligned approach safeguarding residents.

PERFORMANCE INDICATORS

- Number of joint resident engagement activities delivered (e.g. estate roadshows and outreach events).
- Best practice examples demonstrating effective resident involvement and influence on decision-making.
- Evidence of improved access to services and support for residents.

COMPACT PARTNERS



CLARION
HOUSING GROUP



Innisfree

L&Q



Metropolitan
Thames Valley

Nacro

OCTAVIA 

 **Peabody**



Sapphire Independent Housing

SNG Sovereign
Network
Group



 **Brent**