



Live, Work, Learn, Explore



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Update on our Regulator of Social Housing (RSH) inspection

Dear resident,

We hope you are well.

Last year we were inspected by the Regulator of Social Housing (RSH) and the result of that inspection has been published today.

The City of London Corporation has received what is known as a C3 grading. This means that significant improvements across a number of safety and quality standards are required.

Why the inspection happened

Last year, we referred ourselves to the RSH about the backlog in carrying out electrical safety checks and fire risk actions.

The inspection was part of a national programme for all councils and housing providers to ensure consumer standards are being met and to highlight where improvements are needed.

What the regulator found, and what we're doing about it

The RSH identified four main areas requiring urgent improvement:

1. **18% of homes do not meet the Decent Homes Standard.** This is largely due to delays in our major works programme.

We have committed £211 million over the next ten years to upgrade and improve homes, including roofing, kitchens, bathrooms, heating, windows and fire safety.

2. **We lack up-to-date information about the condition of our homes.** A full survey of the condition of our homes had not been completed since 2018.

A new survey is well underway and on track for completion by March 2026. As of 18 February, 79% of homes have been surveyed.

3. There were delays in completing fire risk assessment actions.

We have strengthened our processes and increased monitoring to make sure work is completed on time.

4. Some electrical safety checks were overdue.

All overdue electrical safety checks are on track to be completed by April 2026, and 91% of homes now meet the required standards.

The RSH also recognised areas where we are performing better including:

- Improved engagement and communication with residents
- Effective handling of complaints
- Addressing anti-social behaviour

We recognise the extent of the work required and we are already working with the RSH to deliver our improvement plan. It will take some years to address the “long standing issues” noted in the report. But please be assured this programme has already begun. We are investing over £300 million in our housing stock, through a new £211 million funding package agreed by our elected Members in December, and our earlier £110 million investment programme.

The works will improve the quality, safety and sustainability of our homes across London, delivering upgrades to kitchens, bathrooms, heating, lifts, roofs, fire safety and electrical systems, and communal areas.

What this means for you as a tenant

The judgement means we must continue to make improvements to the safety, condition and quality of your home and our services. Alongside the actions above, we are also:

- Visiting every tenanted household this year to better understand residents’ needs
- Expanding resident involvement through our new Resident Voice Group, which has already met three times

Your feedback matters

This work is about improving your home and your experience as a resident, so your views matter. If you have any questions or comments about the judgement or our improvement plans, please contact the Housing Communications team: home@cityoflondon.gov.uk.

You can read the full RSH regulatory judgement at www.gov.uk/rsh.

Please know that we are fully committed to making the improvements our residents deserve. Thank you for your patience and continued support as we work to strengthen our services.

Yours sincerely,

Judith Finlay

Executive Director of Community and Children’s Services

Peta Caine

Director of Housing