

At home with  
**LOCAL**  **SPACE**

# Resdents' Report 2024-25





# Welcome to the Residents' Report 2024-25

This past year has been one of progress and renewal. With our Corporate Strategy 2020-25 coming to an end, we celebrated our achievements and launched our new Corporate Strategy 2025-30: Foundations for Successful Lives.

This bold plan aligns with the latest regulatory consumer standards and demonstrates our commitment to enrich the lives of our residents with a revitalised mission: we help solve the homelessness crisis for families by delivering high-quality homes that build foundations for successful lives.

Looking back over the past five years, we have made significant progress in achieving our objectives: services that customers are happy with, homes people want to live in, being a well-managed business and delivering our 'Beyond Bricks' activities.

**This report covers the period from 1 April 2024 to 31 March 2025.**



**Victor da Cunha,**  
Chair of the Board,  
Local Space



**Josie Parsons,**  
CEO, Local Space



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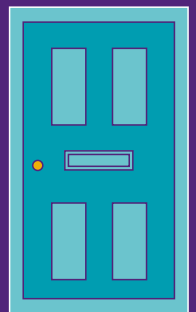
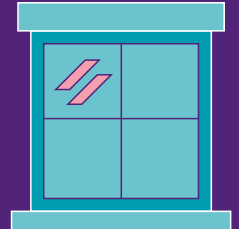
# Putting customers first: progress in 2024-25

This year, customer satisfaction rose to 75%.

We want to ensure that your satisfaction with Local Space continues to improve and that's why we're focusing on improving our homes, services, and your engagement with us. We're proud that in 2024-25:

- We strengthened your voice as part of our new Customer Services Committee and resident-led panel and group.
- We continued to be here for you through financial difficulties. By focusing on prevention and offering timely support, we've helped more residents sustain their tenancies with us.
- 86% of customers surveyed said they were satisfied with the quality of our repairs. We know repairs are important to you, so our Customer Engagement Officer reached out to customers who were dissatisfied to help us improve our repairs service.
- We completed our largest ever programme of stock condition surveys to help us understand what each home needs so we can target future investment.
- We're playing our part in helping to end rough sleeping as part of the Single Homelessness Accommodation Programme (SHAP).
- We secured new government funding to improve the energy efficiency of around 100 homes – making them warmer, greener, and cheaper to run.

Ultimately, we helped even more people out of homelessness and into settled accommodation – a place to call 'home'.





# Foundations for the future

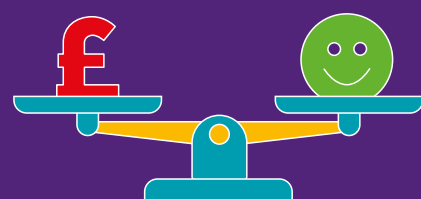
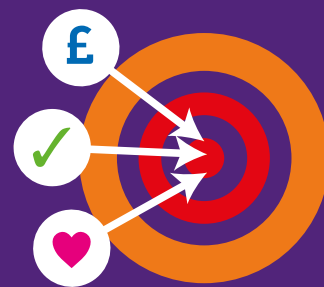
Looking ahead to our **Corporate Strategy 2025-30:**

**Foundations for Successful Lives**, we're focused on delivering 20% more high-quality settled homes for people experiencing homelessness, while improving existing homes and services, investing more in technology and supporting customers to sustain tenancies through hardship funds and debt advice.

Additionally, we are committed to making Local Space a truly inclusive place where diversity is celebrated and people have a strong sense of belonging. Part of that is a very clear commitment to become an anti-racist organisation and refresh our equality, diversity and inclusion plan.

Thank you to everyone who got involved in our focus groups or completed our surveys. Your insights are important to us and are helping to deliver services that work better for you – our residents – now and in the future. We are looking forward to continuing this work with your support, including ensuring that our Board takes your views into account to influence decisions.

We would like to thank our dedicated staff team and current and outgoing Board members for their hard work and valuable insights. Thanks to our local authority partners, the Greater London Authority, our lenders, and other strategic partners, whose support is vital to our mission. Together, we are supporting our residents and making significant strides in improving our services.





# Residents' voice

Your voice matters. This year, it shaped the way we engage with you and how we improve our services.



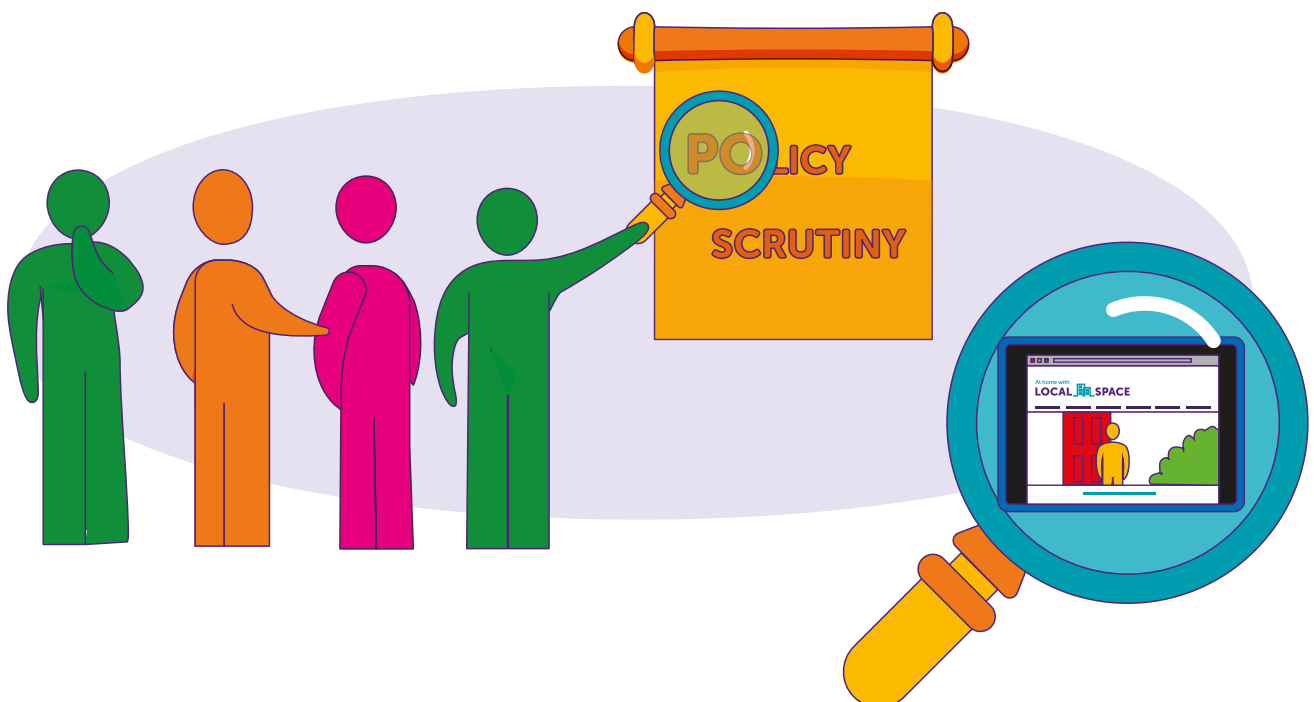
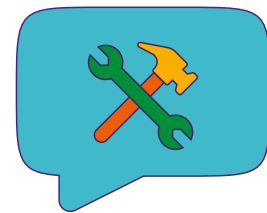
## Influencing decision-making

In 2024-25, we launched a new Customer Services Committee, a formal committee of our Board.

It puts Local Space customers at the heart of influencing key decisions and brings together residents and non-executive directors to scrutinise our performance. We also created a new panel and resident-led group to help us to better understand your needs and expectations so we can deliver high-quality services.

The Resident Policy and Scrutiny Panel (RPSP) provides feedback on Local Space services, with a particular focus on areas where customers have highlighted the need for improvement. The RPSP will work in partnership with the team at Local Space to shape policies, challenge performance, and ensure accountability.

The Scrutiny Group is made up of engaged customers who will take part in scrutiny projects. Their first project is to review our website to ensure our online services are accessible, intuitive, and fit for purpose.





# Listening to your feedback

We carefully review feedback from surveys, complaints, and day-to-day conversations with residents.

We surveyed 339 customers to highlight areas for improvement, helping us focus our efforts on enhancing our services.

We invited one of our customers to a tenant and resident engagement conference to improve service delivery and create meaningful engagement between landlords and residents.

“As a tenant, I am proud to see my landlord thinking outside the box, having a dedicated engagement team, and adopting a forward-thinking approach by participating in resident-focused events and exploring different communication channels with us.

Being personally invited to the conference made me feel valued and appreciated. It is reassuring to witness Local Space’s commitment to promoting a collaborative and respectful relationship with residents, which ultimately leads to better service and a stronger community.” – Joanne

We’re proud to be building a stronger, more collaborative approach to service delivery where residents are empowered to shape the future of Local Space.





# Support during challenging times

We're here to help if you're experiencing financial pressure. Our hardship fund enables us to offer customers a one-off grant of up to £400 that can either be paid directly or used to offset any rent arrears.

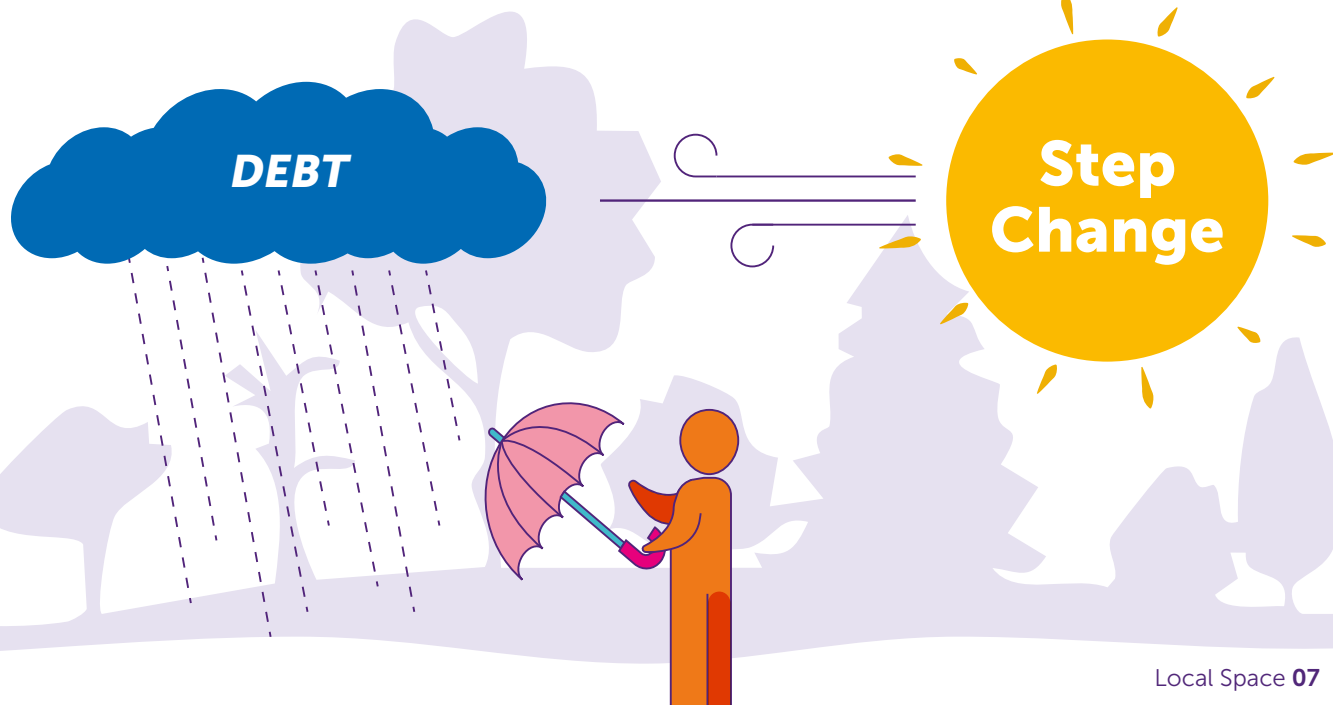
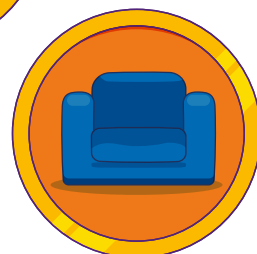
It's for customers who are experiencing financial difficulties, helping with the essentials when they are needed most.

**"My family and I would like to extend a huge thank you to Local Space. Your help will go a long way for my family. Just this week, Jesse had to go to college without lunch because I simply couldn't afford it. But thanks to your support, he and his sisters will now have food at school. Knowing that my children will have their basic needs met brings me immense relief." – Chola**

In 2024-25, we supported 74 customers with our hardship fund and provided a small furniture package to 56 customers, helping them to settle into their new home.

We partner with StepChange, a specialist debt charity, that offers free and confidential advice to anyone who needs it, no matter how big or small the problem.

We offer support in applying for housing benefit, universal credit, and discretionary housing payments, or signpost to expert organisations to ensure that customers receive benefits they are entitled to. By focusing on prevention and offering timely support, we've helped more residents sustain their tenancies with us.





# Customer services

Providing our customers with a home to be proud of is at the heart of everything we do and we are constantly looking for ways to improve our services.

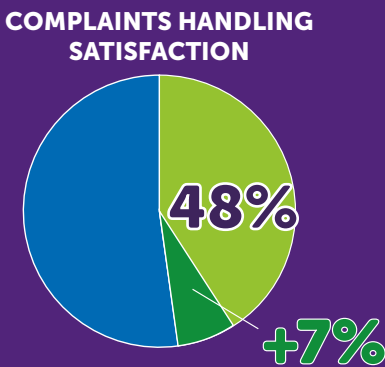
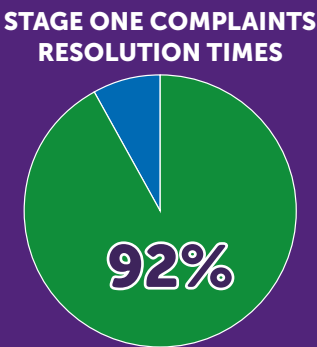
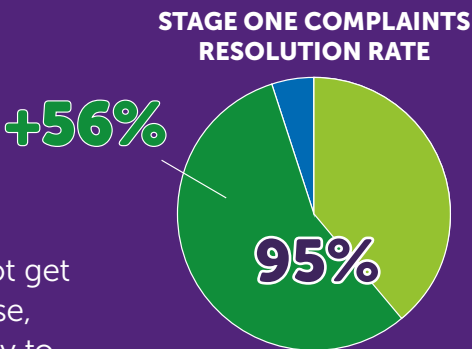
In 2024-25, overall customer satisfaction with our services was 75%, an increase of 2% from the previous year.



## Complaints

We work hard to provide an excellent service to all our customers. However, there may be times when we do not get it right. When we make a mistake, we will always apologise, aim to put it right, and treat all feedback as an opportunity to improve our services. Although there is still more work to do, we're proud that in 2024-25:

- 95% of all stage one complaints were resolved on time, in accordance with the Housing Ombudsman's Complaint Handling Code, an increase of 56% from the previous year.
- 92% of complaints were successfully resolved at stage one of our complaints process.
- 48% of customers surveyed are satisfied with our complaints handling, an increase of 7% from the previous year.
- None of our complaints were escalated to the Housing Ombudsman.





# Repairs

86% of our customers surveyed said they were satisfied with the quality of our repairs.

We know that repairs are important to you. We take feedback seriously and are committed to understanding customer dissatisfaction. From December 2024 to March 2025, most of the reported dissatisfaction was related to repairs, with common issues including long wait times, lack of updates and poor-quality repairs.

Our Customer Engagement Officer reached out to dissatisfied customers to understand their experiences, offer support, and escalate unresolved issues. By addressing these concerns, we aim to improve our service quality and ensure a smoother experience for our customers.

# Rent arrears

Paying your rent on time means that we can continue to house people experiencing homelessness and help them to build a brighter future for themselves and their families.

In 2024-25 we collected 96% of all rent, compared to 94% in 2023-24. We continue to provide more consistent, fair and early support when residents fall behind on rent. Whether it's through flexible payment plans, clearer communication, or one-to-one support, we're focused on preventing problems and supporting residents to stay on top of their tenancy with us.

We're here to help – if you're in arrears, our Housing team can offer you advice to get back on track.





# Investing in homes

Keeping your home safe, warm and well-maintained is important to us.

We've installed:

- 61 kitchens
- 39 bathrooms
- 72 windows and external doors
- 29 doors
- 7 roofs
- 75 gas boilers
- 253 new carbon monoxide alarms and smoke and heat alarms

We completed 597 stock condition surveys – our largest ever programme. These surveys help us to understand what each home requires and ensure that future investment is targeted where it's needed most.

## Health and safety

Your health and safety is our top priority. In 2024-25:

- 100% of fire risk assessments were completed.
- 100% of our lifts were serviced.
- 99.7% of our homes had their annual gas safety check and five-yearly electrical safety service.

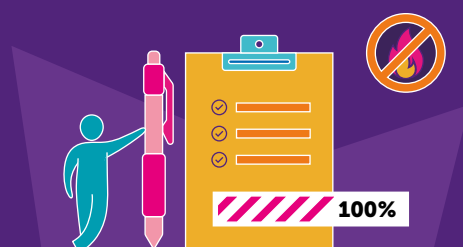
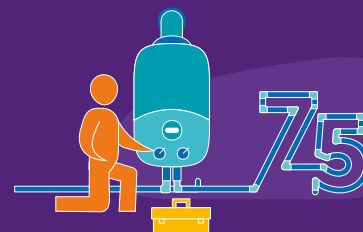
Overall, 92% of customers surveyed were happy with the service they received as part of their annual gas safety check.

## New homes

Buying and refurbishing homes means that we can provide our customers with a home to be proud of.

In 2024-25, we acquired 33 properties and refurbished 12 properties. We also brought housing management services back in-house for 600 customers, previously managed by the London Borough of Newham.

- 94% of our customers like and feel comfortable in their new Local Space home.
- 91% of our customers are pleased with the quality and condition of their new home.
- 90% of our customers feel happy living in their Local Space home.
- 88% of our customers feel satisfied with the lettings service provided.





## Helping to end rough sleeping

We are proud to play a part in helping to end rough sleeping as part of the Single Homelessness Accommodation Programme (SHAP), funded by the Ministry of Housing, Communities and Local Government, with London's share of funding secured and administered by the Greater London Authority.

In November 2023, we successfully bid for £2 million, with a further £200,000 awarded, to deliver 18 homes with 19 bedspaces in partnership with the London Borough of Hackney, London Borough of Newham and SWIM: Support When It Matters. We will deliver much-needed homes and support for African Caribbean and Dual Heritage (ACHD) men who have been released from custody, discharged from prisons or secure health settings or experienced homelessness or rough sleeping. During their time in a Local Space home, they will access support to facilitate recovery, self-development and independent living.

## Warm homes

In March 2025, we were awarded £508,105 by the Department of Energy Security and Net Zero (DESNZ) as part of its Warm Homes: Social Housing Fund (Wave 3).

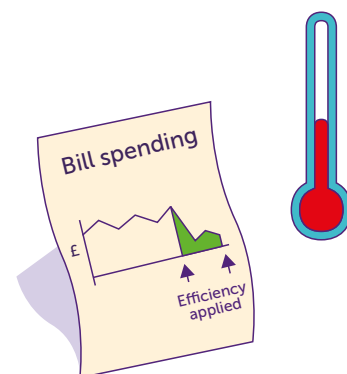
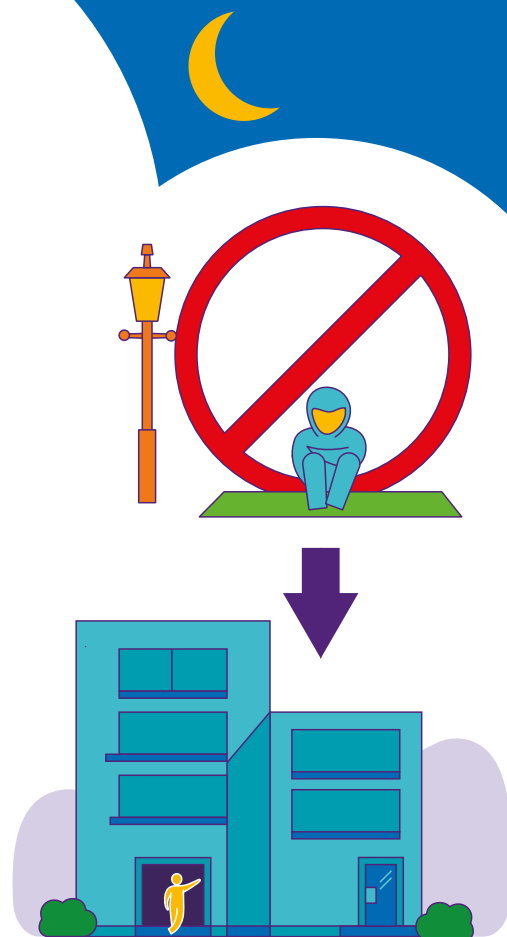
This fund upgrades social homes currently below the recommended energy efficiency level by installing insulation, upgrading heating systems and improving energy efficiency. We will match-fund the grant awarded which will boost the amount to over £1 million, over three years, to upgrade around 100 homes.

Josie Parsons, CEO at Local Space, said:

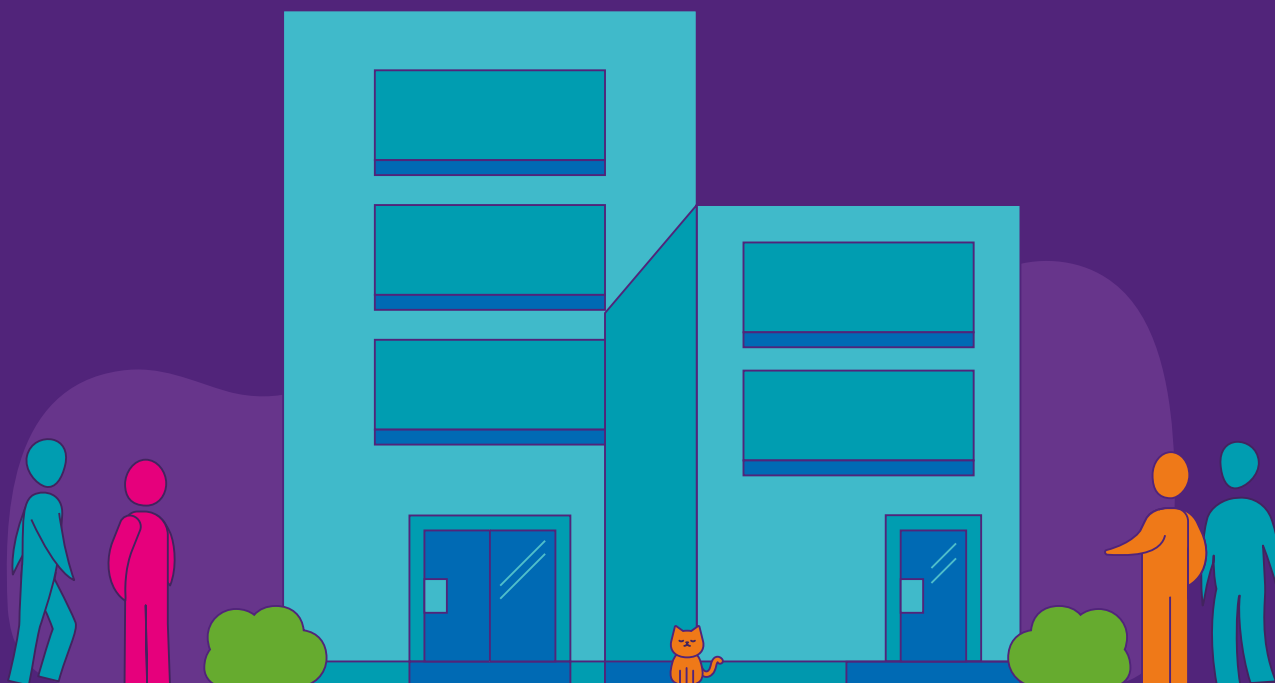
**"We're thrilled to receive this funding, which will help us to make our homes warmer, more energy efficient and cheaper to run for our customers. This will make a real difference to their experience living at home and will help with their energy bills."**

**"We are committed to the UK Government's target of reducing carbon emissions, supporting green jobs and developing the retrofit sector. This funding will help us to continue working towards our ambition to achieve carbon neutrality by 2050."**

This follows our successful funding bid of £919,000 as part of the Wave 2.1 award in April 2023, which saw us deliver retrofit works to 70 properties in 2024-25, with an additional 33 properties currently in progress and scheduled for completion by December 2025.







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