Housing and Homelessness Draft Strategic Commitments Consultation



Monday 26 October to
Sunday 20 December 2026

ROYAL borough of GREENWICH

Introduction

The Royal Borough of Greenwich is developing a Housing and Homelessness Strategy 2027 to 2032.

In 2050, we want everyone in Greenwich to live in a neighbourhood, not just a home.

We want people in our borough to have the support they need at every stage of life, whether they are older, experiencing homelessness, living with a disability or have supported housing needs.

To support this strategy's development, we have drafted a set of strategic commitments, centred around feedback from previous discussions and other relevant council plans and policies.

We are now asking for your views about whether these are the right commitments, and whether any areas are missing.

Our draft strategic commitments are for both all types of housing (e.g. council, private rented), our work to reduce homelessness, and how we support people with different housing needs. However, there is a particular focus on council housing as this is where we have the most influence.

This consultation doesn't cover new housing, because we have asked residents for their views about this in the consultation on the draft Local Plan 2026.

We are very grateful for your feedback. We will use it to produce the Housing and Homelessness Strategy, which we will publish in early 2027. Resident feedback from other related consultations will also be used to form part of the final strategy.



Timeline

Stage 1: Consultation and community engagement

26 October 2026 to 20 December 2026

During the consultation our diverse communities, stakeholders and residents will be asked to provide their input on the draft strategic commitments that will influence the content and writing of the **Housing and Homelessness strategy 2027-2032**.

Stage 2: Analysis of the consultation

December 2026 to February 2027

Information gained from this consultation will be explored and wherever feasible will be incorporated into the final Housing and Homelessness commitments. The Housing and Homelessness strategy will then be created showing how we propose to follow through on these commitments over the next five years.

Stage 3: Decision

February 2027

We aim to share the full draft Housing and Homelessness Strategy with the council's Cabinet for their final approval.

Stage 4: Implementation

March 2027

Following Cabinet approval, we will start working with the community, stakeholders and residents to start implementing the agreed strategy actions.

Length of the consultation

The consultation will run for eight weeks starting Monday 26 October 2026 and ending on Sunday 20 December 2026.

How to respond

You can take part in the consultation in the following ways:

- Complete the online survey at **royalgreenwich.gov.uk/housing-strategy-survey**
- Come to an in-person event by visiting **royalgreenwich.gov.uk/housing-strategy-events**
- Complete the survey within this booklet and place it into the response box in any Greenwich library/leisure centre.
- Request a paper copy of the consultation booklet (contact information is below).

For any queries please contact us:

- Email: **housing-strategy-consultation@royalgreenwich.gov.uk**
- Call: **020 8921 5161**
- In writing:
  Housing Strategy and Policy Team
  Royal Borough of Greenwich
  The Woolwich Centre (1st Floor)
  35 Wellington Street, SE18 6HQ

If you have any questions about how to take part in the consultation, please contact the Community Engagement Team:

Email: **consultations@royalgreenwich.gov.uk**

What happens next?

Even though this phase of consultation will conclude in December 2026, we will continue to work with the following groups to prepare and finalise the strategy.

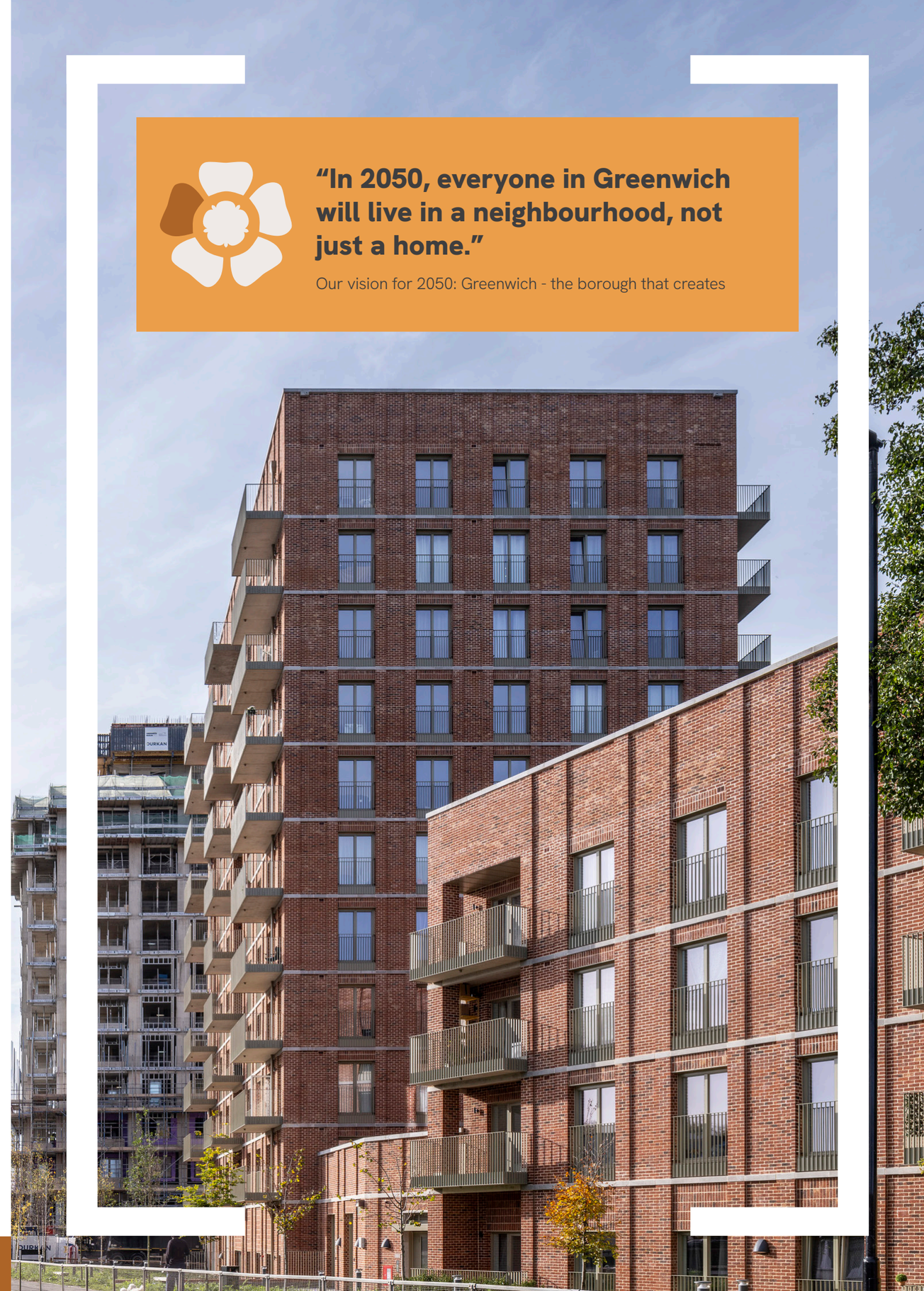
- **Council housing tenants and leaseholders**; through panel meetings, ongoing tenant-led scrutiny forums, resident surveys and our Housing Champions.
- **People who are homeless or live in temporary accommodation;** particularly through working in partnership with local community organisation Creating Ground.
- **People with specific housing needs;** particularly those who use digital care, housing adaptations, supported housing or older people's housing through engagement run by social care and specialist housing teams.

If you have any questions about our plans, or if there's anything important that we haven't asked, please email us on: **housing-strategy-consultation@royalgreenwich.gov.uk**

The more people involved, the better the needs of the whole community can be reflected. Please share this consultation with people you know locally.

"In 2050, everyone in Greenwich will live in a neighbourhood, not just a home."

Our vision for 2050: Greenwich - the borough that creates



Tackling homelessness and ending rough sleeping

Introduction

Homelessness is one of the most urgent challenges facing our borough, and we are working hard to reduce homelessness and improve lives for people in temporary accommodation.

We are proud of what we have achieved in reducing the use of hotels and all forms of nightly paid temporary accommodation, which is much better for families and means they can live in more stable and secure homes.

Reducing the number of households in temporary accommodation is a key priority for us, alongside improving its quality and helping people move into more settled, secure homes.

Our objective to increase the supply of genuinely affordable housing, and our use of the private rented sector, both play a vital role in meeting local housing needs. That's why we're committed to raising standards across the sector.

We will continue to focus on innovation, early intervention and strong partnerships; approaches that we know make a real difference to people's health, wellbeing and ability to avoid homelessness.

We aim to reduce the number of households in temporary accommodation through building more council level rented and affordable homes.

Other work the council will undertake to prevent homeless include cracking down on illegal evictions, which is included in the 'Safe and Sustainable Homes' commitments and providing support for people who have specific housing needs which is included in the 'Support for People with Specific Housing Needs' commitments.



Tackling homelessness and ending rough sleeping

Temporary accommodation commitments

- We will continue to reduce the number of people in temporary accommodation and only use hotels in emergencies or on specialist advice.
- If we must use temporary accommodation, we will reduce spend by using long term leasing and making efficient use of our council-managed temporary accommodation units.
- We will reduce the number of people in temporary accommodation who are placed outside the borough.

Preventing homelessness commitments

- We will prevent more people from becoming homeless, by working with colleagues across the council to provide support to individuals early on, before they are in a crisis.
- We will provide specialist support for people who are at particular risk of becoming homeless, including young people who are leaving care and people with health and care needs.

Rough sleeping commitments

- We will aim to end rough sleeping by 2030 through a coordinated approach with our partners and neighbour councils, focusing on keeping people safe and getting individuals the specific help that they need.
- Where we can't immediately get people who are sleeping rough into a new home, we'll work with council colleagues and the NHS to get them specialist support for their health needs.



"Nobody sleeps on the streets, and no family lives long-term in a home that was only ever meant to be temporary"

Our vision for 2050: Greenwich - the borough that creates

Tackling homelessness and ending rough sleeping consultation questions

After reading our proposed strategic commitments on homelessness and rough sleeping please answer the following questions:

1. Do you agree or disagree with our proposed commitments to tackle homelessness and rough sleeping?

Tick the box that applies:

- ☐ Yes, completely agree
- ☐ Yes, partially agree
- ☐ Neither
- ☐ Disagree
- ☐ Strongly disagree

2. Why do you agree or disagree with our proposals?

3. When looking at our proposed commitments can you suggest any further things we can do to tackle homelessness and rough sleeping?

Support for people with specific housing needs

Introduction

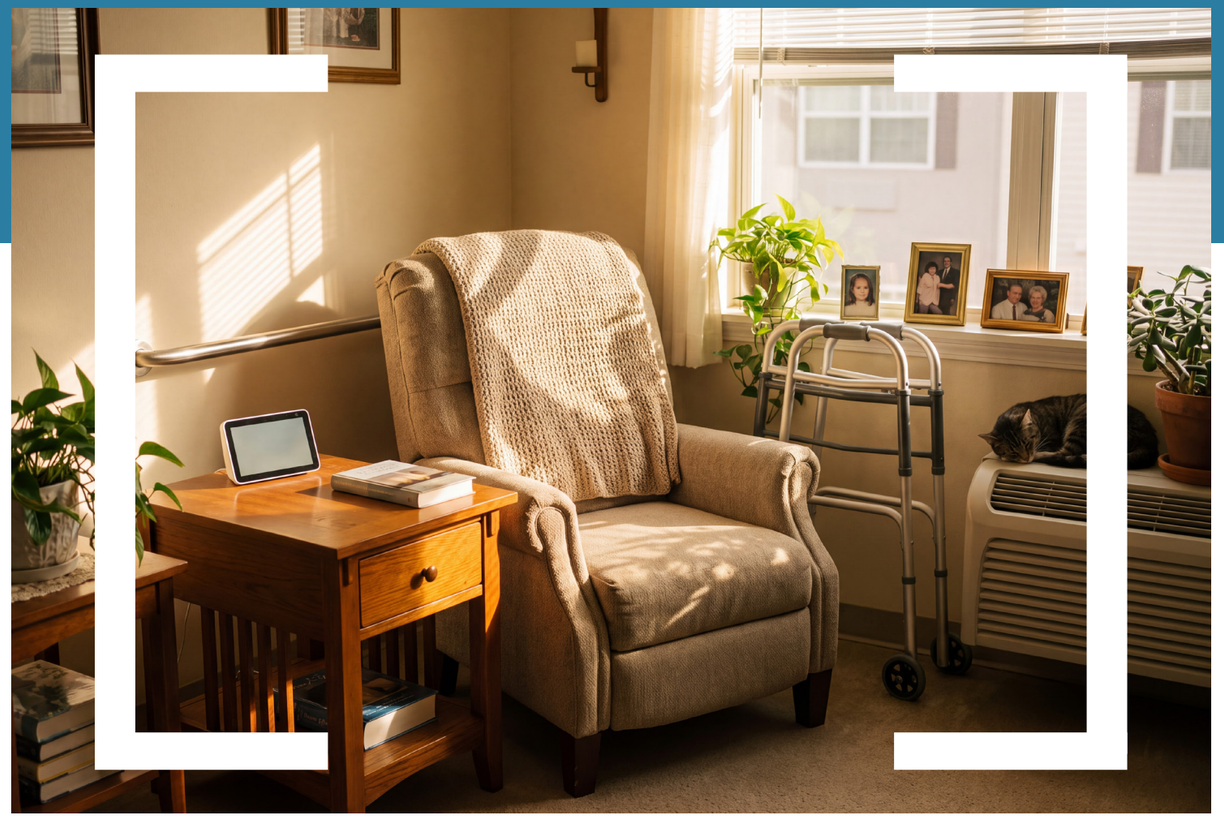
Greenwich is home to many diverse communities which is one of our greatest strengths. We need to understand the needs of our residents to make sure the services we and our partners deliver can meet those needs and continue to reduce inequality.

We work to understand and address the specific needs of individuals and communities in Greenwich. This includes a wide range of work from adding ramps or grab rails to people's homes for those that have difficulty moving around independently, providing specialist supported housing for people with medical or mental health needs, to supported accommodation for care leavers and refuges for survivors of intimate partner violence. Our work also ensures groups such as the LGBTQ+ community, and people from black and global majority backgrounds are not disadvantaged in accessing services.

Our commitments in this strand are underpinned by our Equality and Equity Charter which can be found at **royalgreenwich.gov.uk/equality-equity-charter** and the principle of greater choice and control for our residents. We will build on good examples of recent resident and tenant engagement (for example on older people's housing) and partnership working with the NHS and voluntary sector.

We aim to ensure that every individual, family and community in Greenwich can access the right type of housing and level of support for their circumstances, not be disadvantaged due to any aspect of their identity or experience, and lead independent, stable and active lives.

Our objective is to provide support to people with specific housing needs by building homes that work for people at all stages of life, including homes for older residents, people with disabilities and those who need extra support.



Support for people with specific housing needs

Support for people in their homes commitments

- We will support residents of all ages and across all types of housing to live independently at home by providing practical support and installing and maintaining equipment and technology in their homes.
- We will implement choice-based lettings for people on our Housing Register who need accessible or adaptable properties.
- Working together with the council departments and partners, we will support the ambition to increase the number of Greenwich foster carers for our local children.

Specialist housing commitments

- We will develop more high-quality extra care housing for older residents so they can remain independent into later life; providing support for people with dementia where it's needed.

- We will deliver the supported and specialist housing that our residents need, including for young people, people who have been homeless, people who have experienced intimate partner abuse, and people with health and care needs including physical disabilities, learning disabilities, autism and mental health needs.

Housing transition commitments

- We will provide specialist services for people at key points of change and transition in their lives. This could include:
  - Training flats to support people to live independently
  - Specialist places for people to stay who aren't ready to go home after hospital
  - Extra support for young people leaving care living on their own for the first time, in line with our Corporate Parenting duties.
- Where it is right for residents, we will reduce use of residential care homes and communal settings like hostels, and increase use of supported accommodation, to provide residents with more choice and control.

Equalities commitments

- We will continue to work with residents to identify areas of inequality and address them. These will include:
  - Being from a global majority group
  - Being LGBTQI+
  - Being part of the Gypsy, Roma and Traveller community
  - Being a veteran or from the family of a veteran, including the Nepalese community.

"A whole life can be lived here, in homes that change as people's needs do"

Our vision for 2050: Greenwich - the borough that creates

Support for people with specific housing needs consultation questions

After reading our proposed strategic commitments on support for people with specific housing needs please answer the following questions:

1. Do you agree with our proposals to provide support for people with specific housing needs?

Tick the box that applies:

- ☐ Yes, completely agree
- ☐ Yes, partially agree
- ☐ Neither
- ☐ Disagree
- ☐ Strongly disagree

2. Why do you agree or disagree with our proposals?

3. When looking at our proposed commitments can you suggest any further things we can do to to provide support for people with specific housing needs?

Safe and Sustainable Homes

Introduction

Everyone deserves a home that is safe, warm, and good for their health. Safe and sustainable homes help people stay physically and mentally well, reduce fuel poverty, and cut carbon emissions.

This priority is guided by our legal duties on building safety for council homes in our Housing Asset Management Strategy **royalgreenwich.gov.uk/housing-asset-strategy**, and in our boroughwide Carbon Neutral Plan **royalgreenwich.gov.uk/carbon-neutral-plan**.

We will continue to work closely with residents who live in council-managed high-rise buildings to agree how to keep them safe, improve awareness of evacuation procedures, and ensure everyone feels confident and informed in case of an emergency.

We will invest in our council homes through the Capital Programme to make sure they are safe, energy-efficient, and fit for the future. We will also carry out 4,000 stock condition surveys each year to better understand the condition of our council homes. This data helps us identify and fix problems like damp and mould more effectively.

We want to improve how we respond to repairs, and how we communicate with residents so that repairs are quicker and more effective.

We want to help tenants recycle more on our estates by making it easier to recycle through improved recycling facilities. Earlier this year, we began rolling out food waste recycling to flats with communal bins, so residents in flats could recycle food waste weekly. We're expanding this scheme out across estates and sending each household a free food waste kitchen caddy, and installing large food waste communal bins per building.

We will also work more closely with our partners and the private sector to make sure everyone has access to safe, secure and well-managed housing. We want all tenants, whether renting socially or privately, to have homes that are safe, well managed and meet legal requirements supporting the Renters' Rights Act.

As part of our plans to be a carbon neutral borough, we support a range of initiatives aimed at private homeowners, to help them make their homes more energy efficient, insulated and draught free.



"A safe home is more than four walls, it's where everything else starts"

Our vision for 2050: Greenwich - the borough that creates

Safe and Sustainable Homes commitments

Condition of our council homes commitments

- We will speed up our response times when residents in council homes need repairs and communicate better with residents about their repairs.
- We will tackle damp, mould, and condensation in our housing stock by investing in targeted improvements informed by stock condition data and repairs reporting.
- We will complete 4,000 stock condition surveys a year, to update our understanding of the works required in our homes and identify any new health hazards and risks.
- We will invest in council homes to improve residents' lives by implementing our new Housing Asset Management Strategy. **royalgreenwich.gov.uk/housing-asset-strategy**

Environmental improvements in our homes commitments

- We will make council homes more energy efficient, targeting our least energy efficient to improve them to at least EPC C (Energy Performance Certificate) standard.
- We will support residents in flats to recycle more, including recycling their food waste.

Safety in our homes commitment

- We will continue to invest in the safety of our housing stock, and work with residents of council-managed high-rise buildings to identify and address risks.

High standards in the private rented sector commitments

- We will reset the relationship between the council and private landlords to streamline the licensing process, making it simpler and more efficient.
- We will use data to tackle the worst offending landlords and support the implementation of a decent home standard in the private rented sector.



“Homes are dry and safe, warm in winter and cool in summer, whatever the tenure”

Our vision for 2050: Greenwich - the borough that creates

Safe and Sustainable Homes consultation questions

After reading our proposed strategic commitments on safe and sustainable homes please answer the following questions:

1. Do you agree with our proposals to provide safe and sustainable homes?

Tick the box that applies:

- ☐ Yes, completely agree
- ☐ Yes, partially agree
- ☐ Neither
- ☐ Disagree
- ☐ Strongly disagree

2. Why do you agree or disagree with our proposals?

3. When looking at our proposed commitments can you suggest any further things we can do to to provide safe and sustainable homes?

Resilient and vibrant neighbourhoods and communities

Introduction

We want to build neighbourhoods that are resilient, vibrant and sustainable and meet the needs of the community, now and in the future.

We want residents to feel safe and happy in their neighbourhoods, and to have access to the services they need. And we want our places to reflect our diverse population, which makes the borough such a great place to live.

We work hard so residents can feel safe in their homes and in the area where they live, preventing crime and anti-social behaviour and supporting residents when it happens.

This includes ending the exploitation of vulnerable people and ending male violence against women and girls.

We want residents to enjoy easy access to sustainable transport such as shared vehicles and walking or cycling options, and amenities such as health care, and to have high-quality internet connections in their homes.

We can't do this alone: we will work closely with our residents and our colleagues across different departments within the council, as well as with the police, the NHS, the voluntary sector and housing associations.

"...the things you need for a good life are close at hand: a safe, secure and affordable home, good local services, green space, places to work and shop..."

Our vision for 2050: Greenwich - the borough that creates



Resilient and vibrant neighbourhoods and communities

Strengthening neighbourhoods commitments

- We will work with residents and key partners to develop vibrant and resilient neighbourhoods, taking a data-led approach to understanding what our places need and what is working.
- We will strengthen our work with registered providers to improve services and outcomes for their tenants.

Safety and antisocial behaviour commitments

- We'll make more use of CCTV to prevent anti-social behaviour and take action when it happens.
- We'll use data from the council and the police to identify estates where crime and anti-social behaviour are causing problems, and we'll work with residents to find solutions.

- Reduce the number of ASB cases in council homes, and when they happen, deal with them quickly and fairly
- We will work together as a council, with partners and with the community to end male violence against women and girls.

Staying in a council home commitments

- We will continue to provide support to our tenants and if they are having difficulty maintaining their tenancies, for example because they are behind on their rent, we will work positively and proactively with them so they can stay in their home.

Healthy lives in our homes and estates commitments

- We will support people living healthy and active lives in our neighbourhoods and our estates, with safe and attractive green spaces and play areas, and good walking, wheeling and cycling routes.
- We will support people to make sustainable travel choices by improving cycle parking and EV charging and installing mobility transport hubs of shared vehicles and walking, wheeling or cycling options in one location.

Digital connectivity commitments

- We will increase the proportion of homes that have access to ultra-fast fibre broadband and make it more accessible for residents living in council homes to take up.

"Everyone feels safe going about their day and their evening, in every neighbourhood"

Our vision for 2050: Greenwich - the borough that creates

Resilient and vibrant neighbourhoods and communities consultation questions

After reading our proposed strategic commitments on resilient and vibrant neighbourhoods and communities please answer the following questions:

1. Do you agree with our proposals for resilient and vibrant neighbourhoods and communities?

Tick the box that applies:

- ☐ Yes, completely agree
- ☐ Yes, partially agree
- ☐ Neither
- ☐ Disagree
- ☐ Strongly disagree

2. Why do you agree or disagree with our proposals?

3. When looking at our proposed commitments can you suggest any further things we can do to to provide resilient and vibrant neighbourhoods and communities?

More about you

Why do we ask you for this?

Collecting this information is important for various reasons.

- ✓ It helps us identify any inequalities in services and activities that you and the community have access to.
- ✓ Demographic data also helps us to ensure that the information we collect is representative of an area or the borough.

As a public body, we must ensure we eliminate discrimination, encourage equality of opportunity, and foster good relations between different people when carrying out our duties and take action to ensure all residents can enjoy living in Greenwich.

What is your postcode?

This is used for geographical analysis only and will not be used to identify or contact you.

Please tick the boxes which apply. Thank you enormously for your contribution.

1. Nationality

- ☐ British only identity
- ☐ English only identity
- ☐ English and British only identity
- ☐ Welsh only identity
- ☐ Welsh and British only identity
- ☐ Any other combination of only UK identities
- ☐ Non-UK identity only
- ☐ UK identity and non-UK identity
- ☐ Prefer not to say

2. Age

- ☐ Aged 16 to 19 years
- ☐ Aged 20 to 24 years
- ☐ Aged 25 to 34 years
- ☐ Aged 35 to 49 years
- ☐ Aged 50 to 64 years
- ☐ Aged 65 to 74 years
- ☐ Aged 75 to 84 years
- ☐ Aged 85 years and over
- ☐ Prefer not to say

3. Sex

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

4. Ethnicity

- ☐ White British
- ☐ White Irish
- ☐ White Gypsy/Irish Traveller
- ☐ White Roma
- ☐ White Other
- ☐ Mixed White and Asian
- ☐ Mixed White and Black African
- ☐ Mixed White and Black Caribbean
- ☐ Mixed Other
- ☐ Asian Bangladeshi
- ☐ Asian Chinese
- ☐ Asian Indian
- ☐ Asian Pakistani
- ☐ Asian Other
- ☐ Black African
- ☐ Black Caribbean
- ☐ Black Other
- ☐ Other Arab
- ☐ Other Any other
- ☐ Prefer not to say

5. Gender identity

- ☐ Gender identity the same as sex registered at birth
- ☐ Gender identity different from sex registered at birth but no specific identity given
- ☐ Trans woman
- ☐ Trans man
- ☐ Non-binary
- ☐ All other gender identities
- ☐ Prefer not to say

6. Sexual orientation

- ☐ Straight or Heterosexual
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Pansexual
- ☐ Asexual
- ☐ Queer
- ☐ All other sexual orientations
- ☐ Prefer not to say

7. Legal partnership status

- ☐ Never married and never registered a civil partnership
- ☐ Married or in a registered civil partnership
- ☐ Separated, but still legally married or still legally in a civil partnership
- ☐ Divorced or civil partnership dissolved
- ☐ Widowed or surviving civil partnership partner
- ☐ Prefer not to say

8. Economic activity status

- ☐ Economically active (excluding full-time students)
- ☐ In employment
- ☐ Unemployed
- ☐ Economically active and a full-time student
- ☐ Economically inactive

- [ ] Retired
- [ ] Student
- [ ] Looking after home or family
- [ ] Long-term sick or disabled
- [ ] Other
- [ ] Prefer not to say

9. Health and disability

Do you consider yourself to have a disability / long term health condition?

- [ ] Day-to-day activities limited a lot
- [ ] Day-to-day activities limited a little
- [ ] Have long term physical or mental health condition but day-to-day activities are not limited
- [ ] No long term physical or mental health conditions
- [ ] Prefer not to say

10. What is your connection to Royal Greenwich? (please tick all that apply)

- [ ] I live here
- [ ] I work here
- [ ] I own a business here
- [ ] I do my shopping here
- [ ] I work for a third sector organisation (voluntary, community group or charity)
- [ ] I study here
- [ ] My children attend a Greenwich school
- [ ] I come here for play or leisure
- [ ] I commute through here
- [ ] Other

11. Parent and carer responsibilities

Which statement most closely fits your current parent and/or carer responsibilities?

- [ ] A child / young person lives with you some of the time (e.g. alternate weeks)
- [ ] A child / young person lives with you all the time
- [ ] A parent / carer of a child/children aged under 18
- [ ] A parent / carer of a child / young person aged under 25 with special education needs and or disabilities
- [ ] Carer responsibilities for someone aged over 25
- [ ] Looking after home or family
- [ ] None
- [ ] Other
- [ ] Prefer not to say

11. Language (Language/s spoken at home)

We would be happy to provide support for residents whose primary language spoken at home is not English and when you would like this support.

Please provide your main language spoken at home if not English



Jargon buster

The draft Local Plan 2026 or Local Housing Plan

Local Plan is a strategic document created by local authorities which includes a Local Housing Plan. The Local Housing Plan provides an outline of how land in a specific area will be used, including for housing developments. Local Housing Plans are crucial for addressing local housing needs, ensuring sufficient and suitable housing is available for residents. They also help in managing the impact of new developments on the community and the environment.

Tackling homelessness and ending rough sleeping

Social housing

Social housing refers to affordable, secure rental housing provided by local councils or housing associations to individuals and families in need.

Intermediate Housing

Means homes for sale and rent provided at a cost above social rent but below market levels. These can include shared equity (shared ownership and equity loans), other low-cost homes for sale and intermediate rent.

Temporary accommodation

Temporary accommodation (TA) refers to short-term housing solutions provided to individuals or families who the council has assessed as homeless or at risk of homelessness and assessed as having a priority need. It is a form of housing that we are legally required to provide while assessing the needs for longer-term housing solutions.

Homelessness

Is where people are lacking stable, safe, and functional housing. It includes living on the streets, moving between temporary accommodation with family or friends.

Genuinely Affordable Housing

Genuinely affordable housing refers to homes that are affordable to residents on low and medium incomes, whether for rent or sale. It is defined by the proportion of a household's income spent on housing costs, typically not exceeding one third of the household's income. This definition is often used in the context of housing policies to ensure that affordable housing meets the needs of low-income households.

Support for people with specific housing needs

Tenure

The term tenure refers to the various ways that you can own a property or rent a property e.g. Owner-occupier, freehold, leasehold, or private rented, council or a housing association tenant.

Choice-based lettings and Housing Register

Is maintained by Royal Greenwich of individuals who have been assessed as eligible for affordable housing, as defined under part VI of the Housing Act 1996. Joining the housing register allows you to bid for social housing, which includes housing rented from a housing association or the council; but it is not a waiting list it is a system to manage applications for social housing.

Extra care housing

It combines accommodation with care and support services. There are many different types of extra care housing, from small communities of flats and bungalows to retirement villages. The facilities and care provided will vary, but extra care housing schemes usually include self-contained adapted flats or bungalows.

Accessible housing

Is housing that is built or adapted to enable independent living for persons with disabilities. This includes special built-in adaptations such as wheelchair ramps, wider doorways, and accessible bathrooms and kitchens. These features are designed to make everyday living and mobility easier for residents with disabilities.

Corporate Parenting duties

Corporate Parenting duties in the UK refer to the responsibilities of local authorities and partner agencies to provide the kind of care and support that would be expected of a responsible parent for children in care and care leavers. This includes ensuring their physical and mental health, listening to their voices, and preparing them for independence. The Children and Social Work Act 2017 introduced corporate parenting principles that local authorities must consider when exercising their functions in relation to looked-after children and care leavers.

Care leavers

Is a young person who has been in the care of a local authority, typically for at least 13 weeks, and is transitioning out of that care, usually between the ages of 16 and 25. This term applies to individuals who have spent time in foster care or residential care and are entitled to ongoing support from

local authorities as they move into adulthood.

Supported accommodation/ housing

Is accommodation that provides individuals with the necessary support to live independently. It is designed for people who may have disabilities, mental health conditions, or other vulnerabilities that make living alone challenging. Supported housing includes tailored support services to help residents with everyday activities, ensuring they can manage their homes effectively.

LGBTQ+

Lesbian, gay, bisexual, transgender, queer (or questioning). The "plus" represents other sexual identities including pansexual and Two Spirit.

Global majority

Global majority refers to people who are "Black, Asian, brown, dual-heritage, indigenous to the global south, and have been racialised as 'ethnic minorities'".

NHS

National Health Service

Equity and Equality Charter

Our Equality and Equity Charter is our pledge to ensure our borough is a fair, safe, accessible and inclusive place for people of all backgrounds to feel they belong, succeed and thrive. The Charter outlines our guiding principles and helps us to lead by example as a champion for equality and equity in Royal Greenwich and beyond.

See link to the Equality Charter: **royalgreenwich.gov.uk/equality-equity-charter**

Safe and Sustainable Homes

Damp, mould, and condensation

Damp: Refers to the presence of excess moisture in a building, which can be caused by water entering through porous materials or rising from the ground. It can lead to various issues such as rising damp, which is moisture entering through upward capillary action, and penetrating damp, which is moisture entering from external sources.

Condensation: Occurs when warm, moist air comes into contact with a cold surface, leading to moisture forming on that surface. This can result in fogged windows and black mould growth.

Mould: A type of fungus that thrives in moist environments. It can grow on damp surfaces and is often a sign of underlying moisture issues, such as dampness or condensation.

These definitions highlight the importance of addressing moisture-related issues to maintain a healthy living environment.

Stock condition data

This refers to information we collect during the surveys of our houses, maisonettes, bungalows and flats. This data is crucial for us to identify any necessary repairs, ensure compliance with housing standards, and manage maintenance effectively.

Housing Asset Management Strategy

Our asset management strategy is our plan and our priorities for repairs and work to the properties we own and manage. This strategy was informed by careful evaluation and monitoring by stock condition surveys. Our Housing Asset Management Strategy can be found at: **royalgreenwich.gov.uk/housing-asset-strategy**

Capital Programme

This is our multimillion-pound plan to invest in improving our council homes across the borough, by completing large-scale building projects such as, window, lift and roof replacement work.

Private Rented Sector

The Private Rented Sector (PRS) refers to housing in the UK that is owned by a landlord and leased to a tenant. Landlords can be individuals, property companies, or institutional investors.

Carbon Neutral Plan

The Royal Borough of Greenwich declared a climate emergency in 2019 and agreed to set an ambitious target to reach net zero carbon emissions 20 years ahead of the national target. We've now published a draft carbon neutral plan, and the draft plan sets out what changes we'll make and what actions are necessary to make sure we reach our ambitious target of becoming a carbon neutral borough by 2030.

Carbon neutrality

Carbon neutrality, or having a net zero carbon footprint, refers to achieving net zero carbon dioxide emissions by balancing carbon emissions (carbon offsetting) with carbon removal or simply eliminating carbon emissions altogether.

Carbon offsetting

A carbon offset is a way to compensate for emissions by funding an equivalent carbon dioxide saving elsewhere.

EPC C standard

This is a good level of energy efficiency. This rating suggests that the property is well-insulated and uses energy in a sustainable manner compared to lower-rated homes. Achieving an EPC Rating C can lead to lower energy bills and a reduced carbon footprint.

Fuel poverty

Means a household is living on a lower income in a home which cannot be kept warm at reasonable cost. If you are struggling to pay your bill you can find help and advice at Greenwich Supports for further advice, see our web pages: **royalgreenwich.gov.uk/greenwich-supports**

High-rise

A high-rise building in the UK is defined as a residential building that is at least 18 metres tall or has seven or more storeys.

Renters' Rights Act 2025, Decent Homes Standards

The Decent Homes Standard is an important part of the Renters' Rights Act, which aims to ensure that tenants benefit from homes that are safe and decent. This specifies the requirements for property conditions to the private rented sector, ensuring that landlords must maintain their properties to a high standard. The standard sets clear expectations for tenants, ensuring they can expect safe, well-maintained, and secure living conditions.

Local councils have the power to issue civil penalties of up to £7,000 to landlords.

Resilient and vibrant neighbourhoods and communities

Data-led approach

This is where decision-making is guided by data, but not just data human expertise, and in-house research also helps to make informed decisions.

Registered providers (RP)

A registered provider of housing is an organisation officially listed and regulated to provide social or low-cost housing to people in need, also referred to as Housing Associations.

Male violence against women and girls

We have created a Working Together to End Male Violence Against Women and Girls strategy. The strategy outlines what the council is doing to reduce male violence in the borough, making it a safer place to be.

CCTV

Closed-circuit television (CCTV) is the camera equipment we use to monitor areas of the borough from a central control room.

Tenancy sustainment

Tenancy Sustainment is a generic term for the prevention of tenancy breakdown or a 'failed tenancy'. Failed tenancies can have negative effects for a tenant who may become homeless or find it difficult to secure another tenancy because of issues relating to their former, failed tenancy.

EV charging

This refers to the process of charging electric vehicles (EVs), which includes all-electric vehicles and plug-in hybrid electric vehicles (PHEVs). EV charging can occur at home, at public charging stations, or through various charging methods, and it is essential for the operation of electric vehicles.

Mobility transport hubs

Mobility hubs are places that integrate various modes of transportation, allowing for smooth transitions between them. They include options such as public transport, car sharing, bicycle parking, and e-scooters. These hubs aim to provide a space where people can access multiple transport options in a central location.

Ultra-fast fibre broadband

Is an internet connection that offers download speeds of 300 Mbps or more. Ultra-fast fibre broadband uses fibre optic cables that transmit data using light signals, allowing for faster internet speeds compared to traditional copper cables.

Sustainable Transport

Is any form of travel that aims to reduce carbon emissions and environmental impact while ensuring safety, affordability, and equitable access to mobility for all.

Translation

Please contact Royal Greenwich Interpreting Service if you need this booklet translated for you.

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अनुवाद

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ROYAL borough of GREENWICH