

LOCAL HOUSING FORUMS QUARTERLY HIGHLIGHTS REPORT

6th June 2024

EAST CENTRAL AREA: Old Kent Road, Peckham, Peckham Rye, Rye Lane, Nunhead & Queen's Road wards

Resident Services - Highlight Report

Staffing:

The East Central Area consist of 2 teams including 2 Resident Services Managers and 16 Resident Services Officers. One officer was recently transferred to another area and we are in the process of recruiting to the position. Apart from that, both teams are functioning effectively and aim to meet the key performance indicators for the year.

Performance:

Estate Inspections:

100% of Inspections completed by both teams for April 2024

Over 90% of estate inspections were completed with residents in attendance.

Tenancy Visits:

We are in the final year of the 3 year tenancy check programme and we are working to meet the target.

We have conducted approximately 76% of successful tenancy visits to date.

Members & Stage one Complaints

We responded to 100% of Members Enquiries and Stage One complaints within target time.

(ASB – KPIs) Anti-Social Behaviour

We are yet to receive our performance for ASB for April 2024 but I am aware that we are working to target on all ASB KPIs.

Officers continue to work diligently to resolve tenancy management casework and issues such as assignments, mutual exchanges, domestic violence, fire safety tasks, vulnerable resident issues by working collaboratively with partnering agencies and departments. The team also continues to work collaboratively with relevant partners such as the Police, Anti-Social Behaviour Unit and other partnering agencies to deal with reported cases of ASB.

Budget – Service Provision. We aim to continue to provide the best tenancy management service that can be accommodated within the restricted budget for the year.