

## Local Housing Forums – September 2020

The log sheet below contains details of queries raised at the September round of Local Housing Forums and were not addressed at the meeting. Also below are details of the council’s responses to these queries.

No:	Area:	Description of query:	Advice/comments:
1	North East	What has happened to the TRSIG Grant we applied for?	Old pre-Covid GIG applications should be present in accordance with the relaunched GIG programme.
2	North East	is there a way to flag new council houses on the home search website for people to bid for it	Southwark’s Home search bidding scheme runs from weekly from Thursday – Sunday. Vacant available properties will be listed on the website during the bidding cycle. Each property will have specific details which could include whether the property is a new build, location and amenities.
3	North East	What is the council doing regarding Anti social Behaviour	This has been looked into by SASBU.
4	North East	Why Southwark council does not take into consideration its residents networks before allocating houses.	<p>Southwark operates the allocation of temporary accommodation placements in accordance with the Lettings Framework. Link listed below:</p> <p><a href="https://www.southwark.gov.uk/finding-a-new-home/about-the-housing-solutions-service">https://www.southwark.gov.uk/finding-a-new-home/about-the-housing-solutions-service</a></p> <p>We will always examine the individual needs of households, however due to the housing crisis, Southwark is not always able to place households immediately within the borough. Therefore we have to place homeless households in neighbouring boroughs while still enabling the ability to bid on the Home search scheme.</p>

5	North East	What's the Council doing for family with overcrowded home	<p>The shortage of housing supply and increase in housing demand has meant that many residents are waiting longer periods on the waiting list.</p> <p>Southwark continues to offer advice to all households which will includes the option of renting accommodation in the private sector. Depending upon the circumstances, we will also provide assistance to secure accommodation.</p> <p>Further information can be found on our website: <a href="https://www.southwark.gov.uk/finding-a-new-home/looking-for-a-home">https://www.southwark.gov.uk/finding-a-new-home/looking-for-a-home</a></p>
6	North East	Why are we using very expensive consultants that produce Reports that are not worth the paper they're written on	The professional technical services advisors appointed for this contract were selected after a thorough selection process including cost and quality analysis. Design and supervision works are done internally where sufficient staffs are in post.
9	North East	Will you take notice of the tenants n major works	The Council has a full consultation process in hand 'Putting Residents First' which is currently being reviewed as reported to the last Forum. Residents' input is greatly appreciated and valued on all projects as residents are very often most aware of issues in their own homes and the review will hopefully suggest ways to encourage more residents to be involved in the project and at an early stage.
1	North West	<p>How many people are present at this meeting?</p> <p>How were these forums publicised?</p>	There are 28 people present at the forum including councillors and LBS staff.

			Information was sent to the following, 140, TRA's committee members, local housing forum members, tenants and homeowner's members, five hundred plus online panel members. Disabled, older people, volunteers and young people's organisations. Community Southwark and Southwark group of tenants' organisation. Southwark's website.
2	North West	<p>Are there any youth clubs in the borough, to refer youth for support</p> <p>Youths congregating in play-area cage. No provision to monitor the youths.</p> <p>Due to Covid, there is a rise in mental health issues.</p>	<p>Query dealt in real time.</p> <p>Working with Guys and St. Thomas's Hospital to address mental health issues.</p>
3	North West	<p>The great estate's programme, is this programme for tenant's only?</p> <p>Perhaps a briefing could be produce to update to other members.</p>	We are running pilot on 7 estates in the borough at present.
4	North West	How are you going to work with TMO's?	If there is a TMO on an estate, we will work with that TMO. We will ask residents what projects they would like to work on, rather than us suggesting what to do.
5	North West	Are there any plans to organise a conference?	Considering present situation, perhaps a conference in spring next year.
6	North West	Will residents/ chair have involvement in agenda planning for future forums?	We believe these forums are for residents, and should be chaired by resident. Yes chairs will be involved in agenda planning process.

7	North West	Regarding major works, residents are not receiving any notices before commence of any major work on our estate. Due to Covid 19, I have been working from home and finding it difficult to work, due to noise.	We provide details of the overall contract but not specific times when actual work is being done in each area of a block. We appreciate more residents are working from home currently, and apologise for the inconvenience, but the works we are doing are essential.
1	East Central	Queries dealt in real time.	
1	West Central	<p>Does Southwark Council have a safeguarding/ Confidentiality policy in place that protects whistle-blower residents when they come up and reports crimes i.e. antisocial behaviour, drug dealing, and nuisance neighbour in their area?</p> <p><input type="checkbox"/></p>	<p>Yes, Southwark council have a safeguarding policy in place that protects whistle-blower in the borough.</p> <p>The policy:</p> <ul style="list-style-type: none"> <li>• Encourage you to feel confident in raising concerns;</li> <li>• Provide avenues for you to raise concerns and receive appropriate feedback;</li> <li>• Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied;</li> <li>• Reassure you that you will be protected from any reprisals or victimisation by the council, if you have reasonable belief that</li> </ul>

			<p>the matter disclosed tends to show wrongdoing and you have made the disclosure in an appropriate manner and in good faith.</p> <p>Residents are advice to first contact:</p> <ul style="list-style-type: none"> <li>• The Resident Officer for the area.</li> <li>• The Police emergency dials 999. Non-emergency 101.</li> <li>• Safer Neighbourhood teams</li> <li>• SASBU.</li> </ul> <p>Total numbers of participants at this forum were 47, including 11 officers</p>
2	West Central	What are the plans that Southwark council have in preventing and resolving this issue of 64% rent arrears?	<p>The council have the following in place to supports residents that are finding it difficult paying their rents due to COVID -19 outbreak:</p> <ul style="list-style-type: none"> <li>• Telephone and online advice</li> <li>• Financial supports- Southwark council Financial Inclusion team</li> <li>• Working presently with St Thomas Charity in supporting the resident; providing them advise to enable them to prevent debt in early stages.</li> </ul>

3	West Central	When is the Great Estate consultation closing, is the consultation for all Estates.	The consultation deadline is on the 18 <sup>th</sup> of October. It includes Elimington Estate as part of the 7 pilot scheme areas.
4	West Central	Are you including Street properties in your Great Estate Project?	Yes, for future schemes but not presently in the ongoing 7 pilot scheme projects.-
5	West Central	Can Southwark Council permit Amazon to create collection locker on Estate like Castlemead Estate, as it will generate extra income for the Council?	Southwark will look into this and communicate with the residents.
6	West Central	Do you have a web link to tonight's report?	Yes we do,
7	West Central	There is a lot of noise in Southwark regarding all of the temporary road closure; will this be on a future agenda?	It will be included on one of the meeting agenda.
8	West Central	Is there going to be Tenant Conference next year 2021, as we believe it will not happen this year 2020?	Yes, the details of the event will be published later.
1	South	Looking on council website Countisbury Estate is listed as 21-23 on the list for major works but does not appear on your presentation. Does that mean it has been pushed into 23-26 i.e. years 8-10 rather than taking place in 21-23?	Countisbury Estate is in year 7 currently, which is 2022/23. This was not reflected on the current list of projects due to the consultation and design not starting until 2021  For all Major works a section 20 would have be issued by the council which it is they are legally obliged to do before any works commences. This will provides details of the works and an estimate of how much each resident is expected to contribute.
2	South	How can tenants/leaseholders get a forward view of what's coming up in terms of major works and consequently where we might anticipate charges?	Ferenc Morath confirmed this was an error on the slides. Residents were encouraged to contact their

			project manager for further updates. Details provided on the presentation.
3	South	How will the roll out work?	The same principals will apply following the format of phase one, the council looking at a selection of estates as well as going through their selection process.
4	South	What is the overall fund of the great estate program?	The overall fund for the programme is £970,000.00 pa. The council work with partners and other departments to leverage extra funding towards the program.
5	South	Will the call for ideas be decided by the council or can estates put themselves forward?	The council ask estates to come forward with their suggestions. The council also has a criteria, it is a combination of both.
6	South	How much will this represent for the 7 pilot projects?	The funding is roughly divided by the seven pilot projects. This will also depend on the size of the projects hence toe reason why engaging with residents is a necessity. Following this the council can prioritise the funding this also includes looking at what the partners are willing to contribute.

