

North Area Housing

Report to Forum

Changes to the Leadership

- Michael Scorer, Strategic Director of Housing, will be leaving Southwark this week
- David Quirke- Thornton, current Strategic Director of Adult and Children Social Care, will be covering the role until the post is recruited to

Recruitment in the Area North

- We have successfully recruited to 6 Resident Services Officers vacancies
- 4 are permanent vacancies, 2 are fixed term
- We have cast our net wide and employed staff with different levels of experience, but all full of energy and rearing to go
- There is a full induction and training plan in place for all new staff

Resident Services Manager vacancy

- Levi Burke, Resident Services Manager, has secured a higher post in a different Borough
- It is with mixed feelings that we will say thank you and goodbye to Levi on 27th October. He will be missed
- I will be recruiting internally for a replacement. This is in line to promoting development opportunities for our staff

Performance: July 2023 key indicators to date

	Target	Achieved	Numbers received
Members Enquiries (respond within 10 days)	90%	89.7%	116
Stage 1 Complaints (respond within 10 days)	90%	96.8%	63
Stage 2 Complaints	Below 5% of Stage 1s	1.4%	6

Continues

	Target	Achieve
Estate Inspections carried out	100%	100%
-with residents	85%	64%
-graded over 7 (1-10 scale)	99%	99%
Tenancy visits	44% for July	38.5%

Continues

	Target	Completed
ASB complaints received	-	189
-responded on time	98%	92%
- Closed on time	98%	98%

Continues

	Target	Achieved
Recovered properties	70 for the whole Borough	8
Hoarding cases	-	37 open cases

Rightsizing

- We all know the challenge of the high demand for affordable housing and the limited supply
- We have a number of tenants who are currently under-occupying their properties
- A survey of under-occupiers on the transfer list was conducted last year and what we found was that the largest obstacle to moving is the enormity of the task
- Please, speak to us if you want to relocate to somewhere smaller and we will see how we can support you in doing so
- No commitment: you can change your mind anytime

Rightsizing

- Please, speak to us if you want to relocate to somewhere smaller and we will see how we can support you in doing so
- No commitment: you can change your mind anytime
- We will fast-track your application
- We will help you pick a property that meets your requirements and location as much as possible
- A smaller property means lower maintenance costs
- We will give you a financial incentive
- If you know of anyone who could benefit from a move to a smaller accommodation, please ask them to speak to their Resident Services Officer

Questions