

# Central West Local Housing Forum

March 2021 Highlights Report

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# New Homes



Completed : Jan 21 William Cuffey House : 17 new council homes

One Site : Ivy Church Lane Garages (Kinglake Street), 39-44 Rutley Close (1-12 Adrian Court & 1-13 Dennis Court), Lakanal New Build (Cezanne) are on site providing 74 new council homes

Vestry Road (Lettsom T&RA Hall) will be submitted to planning in Spring. The proposal is to take down and redevelop the existing Tenants and Residents Association (TRA) Hall to build new TRA hall including 11 new homes above hall.

Sceaux Gardens (Florian and Racine) will be submitted to planning in Spring / Summer. The proposal is to demolish Florian and Racine blocks and Marie Curie garages and redevelop as 80 new homes which will be available as social rent together with a refurbished roadway into estate between existing hall and shop parade.

# Asset Management



Due to further lockdown, the Repairs Service has moved to offering the following service:

## Emergency and urgent repairs

- Void property refurbishments
- Housing adaptations emergency repairs and urgent installations
- Emergency and urgent fire safety works
- External communal inspections
- External communal repairs at a reduced capacity
- External handyman works
- Customers with repairs, works or claims that are unable to continue are being called and updated

# Asset Management



Communal / Emergency Intelligent Lighting Installations are progressing as follows:

WILSON ROAD Leaseholder / Freehold Issues Delayed

DOWSON CLOSE Start date 11.02.21

HULL COURT Complete

HORSMAN HOUSE Complete

WIDECOMBE HOUSE Complete

BALDOCK HOUSE Works in Progress

GROVE COURT Complete

DAY HOUSE Complete

GILESMEAD Complete

ARNOULD AVENUE Complete

WANLEY ROAD Complete

HARFORD HOUSE Complete

ELMINGTON ROAD Complete

# Asset Management



- Lift refurbishments at Napier House, King Charles Ct, Eglington Ct and Cross Court:
- Napier House, 4119 Returned to service 18 Nov 20 Right hand lift was returned to service on 28/12/12
- Eglington Ct: Lift works completed and lift returned to service on the
- 18th November 20.
- King Charles Ct returned to full service, 10th November 20.
- Cross Ct, Denmark Hill Camberwell started on the 7th January
- Programmed to be complete and tested week commencing 8th Feb 21
- Mayhew Ct is due to start on the 22nd February and complete 31 March 21.

# Asset Management



- QHIP major works scheme now on site at Rodney Estate. Work on Elizabeth Estate is due to finish in March 2021. Roof works at Andoversford are complete as are door entry and window panels works at Edwin House. Schemes at Havil St, Crawford Estate, Wyndham, Lindley, Forsyth Gardens. Lorrimore Road and Olney Road on the Brandon Estate, Dartford & Empress Street, Congreve Estate, Alvey Estate and Kinglake Estate are in the detailed design phase.
- Grosvenor SHU QHIP – External works complete...communal works under review and to commence in due course with internal works still on hold.
- Gilesmead QHIP – Detailed design is complete – further consultation with the Resident Project Team (RPT) to be undertaken 10 February 2021 to discuss the scope of works .
- is available.

# Asset Management



- Southampton Way QHIP – Detailed design works have started and there has been consultation with the RPT. Further estate wide consultation with affected blocks to be arranged for March 2021.
- Sceaux Gardens QHIP – Next phase of resident consultation due on completion of the Feasibility Report.
- Marie Curie QHIP & FRA works – This block has been taken out of the Sceaux Gardens scheme and will be delivered as a stand alone scheme. Surveys and initial design works for the production of a feasibility report is underway. Works have been ongoing since December to upgrade the smoke alarm systems in all the properties and to install a communal system. This work is still underway. An update on this was given at the January Sceaux Gardens T&RA meeting and an RPT meeting is to be arranged once a feasibility report is available.

# Asset Management



- Wyndham & Comber QHIP – This scheme is nearing the end of the detailed design phase and a meeting is to be arranged with the RPT to discuss the scope of works.
- Brandon Estate Timber Fascias – Still in initial design phase – further consultation will follow
- Elmington Estate QHIP Phase 1 – Started on site in November and due to complete late summer 2021
- Elmington Estate QHIP Phase 2 – Works are still in detailed design
- Elmington Estate Timber Fascias - Still in initial design phase – further consultation will follow.

Works have commenced on site to a number of estate houses on the Alberta Estate. Concrete repairs to a number of blocks on the Aylesbury Estate and painting to the pilasters on Amelia Street.



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# Asset Management



- Riser replacement at Brandon Tower Blocks and mains replacement on the Wyndham Estate (Phase 2) are due to begin in the new financial year. Wyndham Phase 1 is in contract and due to finish by the end of the next financial year.
- The Masterman Heating Replacement Project is due to complete this year as is the Salisbury Estate boiler replacement and renewal of underground mains
- The Brandon plant room's renewal project is currently in defects.

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# Modernise



Connectivity/digital infrastructure

All wards

- Approximately, 38,000 homes have been given access to a fibre broadband connection by Community Fibre and Hyperoptic.
- 60 free lifetime broadband connections given to TRAs and libraries.
- To support homeschooling during lockdown, we are working to provide a free broadband connection to the homes of students in need.

# Customer Experience Services



## **MySouthwark Home Owners Service:**

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We have finalised internally, our cross departmental homeowners' improvement plan to present to the first Home Owners Forum for feedback and input now scheduled for February 2021.

Our My Southwark Home Owners office in the Blue in Market Place Bermondsey remains close due to COVID restrictions but all of our services remain open to our customers on line. We are experiencing high volumes of requests from leaseholders for permission to alter their property and new right to buy applications.

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## **Housing Solutions:**

We will need the Housing Allocations consultation on these meetings agendas in March.

# Customer Experience Services



## Specialist Services

1.The service point continues to remain closed in line with government guidelines in relation to Covid-19 however, we have now launched the Service Point Telephone Appointment Service ( Interim Service) The Service Point online booking portal (Choose and Book) has been amended to allow customers to request a telephone appointment rather than a face to face appointment. This is to ensure we support as many vulnerable residents as possible.

2.The first Jury inquest since March 2020 started on 7th September 2020, taking place at Tooley Street due to space restrictions in the coroners court. We were one of only two boroughs able to recommence this service. Inquests have continued until February 2021 however, due to the new strain of the virus “Read Only” inquests will be completed only from March 2021.

# Customer Experience Services



3. Email performance continues well with 95% of customer queries responded to within 24 hours.

4. The Freedom pass renewal is currently in place, this phase will end by March 2021. Response to date has been very positive (please encourage those who haven't responded to do so)

5. Upon the Tier 4 restrictions announced on Saturday, 19 December, the team immediately contacted couples with weddings scheduled during January offering them a ceremony for that evening. Staff worked until after midnight with 10 couples getting married that evening.



# Resident Services



- Due to the lockdown, most of our residents are spending
- Resident Services Officers continue to contact all vulnerable residents on our estates for welfare checks. They carry out welfare checks and signpost residents to supporting agencies.
- They also conduct weekly estate visual audits and monthly estate inspections to ensure the estate remain a clean and safe place for residents.
- We have signs in the lift lobby and communal areas to remind residents to follow government guidelines on social distancing, use of masks, washing of hands etc.

# Resident Services



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- Due to the lockdown, most of our residents are spending more time at home which is generating increased low level nuisance and anti social behaviour complaints on some of the estates in Camberwell. Most of the complaints involve domestic noise nuisance including loud footsteps, people talking etc, we are asking residents to be more considerate of neighbours and keep noise however caused to a minimum.
- Complaints of Anti Social Behaviour in Walworth and Aylesbury. Officers are working with partners including social services, Police, surrounding Schools, Anti-Social Behaviour Unit etc to resolve the issues. The Police are carrying out robust patrols in the areas identified. There are regular meetings with residents to reassure and update the community.

# Resident Services



- Cleaning - With Southwark moving in to Tier 4 there is a restriction the cleaning staff shifts to minimise C-19 risks. This is likely to have an impact on estate cleaning while Tier 4 remains in place.

The Resident Services Officers will continue to monitor and pick up any issue during their weekly visual audits and monthly estate inspections and liaise with the cleaning team to resolve.

This cleaning arrangement will remain under review and revert to normal service as the restriction is relaxed.

# Resident Services



- There has been a reduction in the number of Rough sleepers found on our estates. Residents are encouraged to continue to use STREETLINK to connect people sleeping rough with local services that can support them. The outreach team also carry out frequent patrols to provide drug and alcohol support where needed.
- William Cuffay House (Pelier Street - 120 Dartford Street) completion – 17 units of new council homes is now being let.
- Local Letting Policies for the new homes being built on Aylesbury Estate have been approved. Residents living on the estate will have an opportunity to move into the new homes. Officers are taking expression of interest for the 23 new 'over 55' units on Thurlow Street ( by the pharmacy) and for the 581 new council homes being delivered by NottingHill Genesis on the First Development Site by Albany Road.

# Communities



- The Tenant and Homeowner Involvement Team has begun working with a team of Independent Resident Advisors and the elected residents to launch the council's three new strategic bodies for resident participation – the Tenant Forum, the Homeowner Forum, and the Joint Tenant and Homeowner Forum. The Independent Resident Advisors have also commenced a coaching role with the chairs of the five Local Housing Fora, to help them in their chairing role in an online environment.

# Communities



- The council is planning on making the Getting Involved Grants programme more flexible this year, given the current circumstances, with three shorter rounds spread over 9 months so that there are more opportunities for TRAs to apply. The provisional date for launching the first round is April. These grants are aimed at funding projects that bring communities together and strengthen social cohesion. Details of the grant programme, including who can apply and what can be funded (and how much) will be publicised nearer the time

# Communities



The Tenant and Homeowner Involvement Team is about to commence a further round of outreach work with the borough's 130+ tenant and resident associations (TRAs). This work will take the form of an informal telephone survey of TRA officers, with a view to understanding the well-being of the group, its current level of activity (if any) and the nature of this activity, and any help that any of the groups may need from officers of the council.

# Anti social behaviour, grounds maintenance

SASBU is currently in litigation with several cases for the area. This includes, but not limited to drugs and disorder and hate crime. We have also been working on in the area affected by drug use within the communal areas of estate which we have obtained CCTV to assist in evidence for these the supply of drugs. We continue to work in close contact with Police and other agencies with a focus on supporting those who are vulnerable and could be exposed to exploitation.





# Anti social behaviour, grounds maintenance



- In March the ground maintenance teams will have resumed grass cutting operations across all estates
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- The ground maintenance service has an on-going programme in place for replacing all its petrol driven equipment e.g. mowers, strimmer's, hedge cutters etc. with electric items which will significantly reduce the amount CO2 emissions that the service produces on our estates. It is perhaps worth noting that we will only be replacing the petrol driven equipment when it becomes defective or obsolete so residents will not see these items disappear overnight but more a gradual phasing out.



- The ground maintenance service is working with Great Estates residents gardening groups on individual maintenance agreements for the adoption of areas/plots for specific gardening projects, the GM service has committed to supporting these gardening groups through a variety of means such as technical advice, altering the frequency of some gm activities, green waste disposal etc.

# Exchequer Services



- Estimated service charges for 2021/22 are due to be issued in the middle of February, with payment due to start on 1st April. Homeowners are encouraged to contact their Homeowner Accounts Officer if they need to discuss payments. Any homeowner who is having difficulties due to Covid should fill out our Covid e-form if they have not already done so.
- We are in the process of refreshing our service charge loans policy, which is due to go to Cabinet in March. We recently carried out consultation with leaseholders on this via the Residents On-Line panel, and have incorporated the results into the report.

# Exchequer Services



We are in the process of creating a Contact Us page on the website, which will provide a direct link to all of our e-forms for ease of use.

We have just completed the full refurbishment of Sedgmoor underground garages and will be opening these shortly.