

North East Local Housing Forum

September 2021 Highlights Report

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New Homes



Construction has started on both of the Former Rotherhithe Civic Centre (Albion St) and rear of Albion Primary School (Renforth St) sites. Albion Street - Construction of part 4-storey, part 5-storey development consisting of commercial space at ground floor and 14 new council homes for social rent and 12 intermediate affordable homes above as well as the re-landscaping of the public square to the east of the site.

Renforth Street - Construction of a 6-storey building to provide 25 new council homes for social rent, 12 intermediate affordable homes and 13 private homes.

Construction at the former day centre at 345 Southwark Park Road has started on site, providing 46 new homes with 22 council homes for social rent, 24 private homes and commercial space.

Other on site schemes include Haddonfield Garages, Tenda Road, Welsford Street, New Almshouse at 94-116 Southwark Park Road , Chilton Grove (rooftop scheme) and Regina & Columbia Point where two hidden homes are being delivered alongside the major works.

New Homes



Construction started in July 2021 on the former Cherry Gardens School site on Macks Road with 26 new homes for social rent, and 30 new private homes.

Rennie Estate, Rotherhithe New Road 213-219, Tissington / Silverlock Estate underground garages, Thaxted Court / Damory House (Rooftop Homes), Penry Street New Homes (was petrol Stn. Old Kent Road), Canada Water (Plot K1) all have planning permission for new homes that are expected to start in 2021/22.

New Homes on Slippers Estate are in the planning process and planning for the old Abbeyfield Housing Office site is due to be submitted shortly.

Other schemes in the earlier stages of the programme include, Canada Estate, Ann Moss Way, Pynfolds Estate, Charles Mackenzie Estate, Eveline Lowe Estate Garage/Parking Court, Longfield Estate, Alscot Road Car Park, Vauban Estate 1-36 Priter Road (hostels), Red Lion Boys Club Hawkstone Road, Rennie Estate Rooftop, Abbeyfield Estate - Bede Centre site (Linked to Maydew Refurb) and Seven Islands Leisure Centre (100 Lower Road) and Mason House & Townsend House.

Asset Management



Any outstanding internal works paused due to the pandemic are currently under review. If you have any outstanding internal works the delivery team and contractors are aware of all of these and will contact you to arrange completion of any outstanding issues.

The scheme at Coopers Road Estate is now complete. Around 10 schemes are now in design and looking to start early in the next financial year.

Silverlock Estate QHIP works commenced in July 2021 and are scheduled for completion in April 2022.

Plant room renewals at Four Squares and Rouel Rd are due to complete later this year.

Asset Management



Continued:

Bouygues UK have been appointed to carry out the pre-construction services for Maydew House and commenced this work on 22 February 2021. Main construction works are due to start in November 2021.

In line with government guidance, the Repairs Service reopened a full service from June 2021 and is now accepting all new repair requests as well as moving through the routine repairs put on hold during lockdown.

Resident Services



Whilst still facing some of the challenges that the pandemic has raised, the Team is providing a full service; we are contacting our vulnerable residents regularly, carrying out estate inspections, supporting residents with complex needs in maintaining their tenancy, tackling anti- social behaviour and challenging unauthorized occupation.

Addy House- following a number of fires set off deliberately in the lift, surveillance cameras are about to be installed in the block to deter further incidents and identify the perpetrator(s).

Resident Services



Rouel Road Estate- we have had numerous reports of nuisance caused by motorcycles riding over the walkways and we are mindful of the risk posed to pedestrians, especially the less mobile. We are going to install a number of “kissing gates” to stop this from happening. The access to prams, mobility scooters and wheelchairs will not be restricted by the installation

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Communities



Re-opening of Tenant and Resident Association halls: Following the latest stage in the government's relaxation of Coronavirus-related restrictions on July 19th, the council has prepared guidance for those tenants and residents associations that wish to reopen and use their halls, or hire out their halls to other community groups, individuals or businesses, in order that they may do so safely. For enquiries regarding the guidance, contact Ian Brinley or Larri Alleyne at Community.Premises@southwark.gov.uk.

Tenant and Resident Association Support Offer. On July 27th, 2021, the Tenant and Homeowner Involvement Team staged an information session for the borough's tenants and residents associations (TRAs), outlining for the TRAs the sorts of support the team is able to offer them. Attended by 30 TRA members, areas of support discussed included finance, safeguarding, halls management, governance and constitution. Further details of the event, including presentation materials, can be obtained by emailing Resident.Participation@southwark.gov.uk

Anti social behaviour, grounds maintenance



ASB:

Since the relaxation of lockdown the Borough has been extremely vibrant. Parks and open spaces have been busy and there has been an increase in complaints to do with noise and anti social behaviour. July was a particularly busy month with the warm weather exacerbating issues. This increased level of social activity is being seen across the Borough and across London. Inevitably this has also lead to some increases in anti social behaviour including:

- unlicensed music events
- loud parties
- street drinking
- drug use
- drug dealing
- general rowdiness

Anti social behaviour, grounds maintenance



ASB continued:

The ASB unit are also seeing an increase in mental health issues and anxiety in the Borough and are working with partners to manage this . The Council are working closely with the police locally and centrally to manage some of the most challenging behaviour. Enforcement action taken by the ASB unit includes:

- 6 x premises closed
- 4 x NOSPs served
- 2 x Injunctions
- 1 x Tenancy possession
- 2 x ABCs
- 7 x Community Triggers

The unit is also working with Police to achieve 13 Criminal Behaviour Orders to disrupt drug supply in the borough as well as reviewing tenancy enforcement also linked with this operation.

Anti social behaviour, grounds maintenance



- Grounds Maintenance:
- Behind on schedules at present due to transporting issues (no more than two staff per vehicle due to local restrictions).
- We are working Saturdays in an effort to keep up with schedules.
- For the first time we have not used agency staff for the summer season, we are instead recruiting permanent members. We are presently looking to recruit a total of 17 new staff in total, and hope to complete this process by the end of September.

Exchequer Services



Plans to restart Enforcement Action For Rent Arrears:

- All enforcement action for rent arrears ended in March 2020 at the start of the pandemic but Government-imposed restrictions on landlords taking action for rent arrears are ending
- The Council recently recommenced issuing *Notices of Seeking Possession* (NOSP), a first step in taking court action for rent arrears
- A small number of NOSP's were issued in July subject to strict guidelines
- The Council has also taken steps to reactivate court orders, evictions and stay hearing proceedings for tenants with high-level arrears or breaches of court orders that *pre-dated* the pandemic. Any such action will require the approval of a senior manager
- No court dates have been set at this time. Tenants with rent arrears should contact their income officer to discuss their rent or make an arrangement.

Exchequer Services



Homeowners Service Charges:

Bills for “Actual” Service Charges 2020/21 will be issued shortly

- Bills for actual service charges for 2021 will be issued in September
- Homeowners who need to discuss payment options should contact their Homeowner Accounts Officer, whose name and telephone number will be on the invoice.
- If Homeowners have any questions about their bill they may request a more detailed itemised breakdown. Homeowners can do this by completing a form on-line or by writing to us at the address given on the invoice and in the leaflet.
- Homeowners receiving a bill are encouraged all to read the literature sent with the invoices, which explains the various services being charged for and how those charges were calculated.

Modernise



Since signing wayleave agreements with Hyperoptic and Community Fibre, approximately 38,000 council homes have received access to gigabit-fast broadband.

Providers will be expanding their digital infrastructure across to private housing.

More recently, Southwark signed a wayleave with Openreach to install fibre broadband infrastructure on our council estates (known as FTTP fibre to the premises). This will be an upgrade to fibre of the existing Openreach copper cabling found on estates, and is part of the national switch-off of copper cabling in a few years' time.

Please email better.broadband@southwark.gov.uk if you have any questions.

Customer Experience



We are working on supporting a range of regeneration and redevelopment initiatives in Southwark on our Ledbury, Aylesbury and Tustin estates. Here we are helping homeowners to either buy back their homes or find alternative homes in those situations where we are demolishing homes.

We have closed our former office at the Blue in Bermondsey in July as we identified through the lockdown that services can be delivered without the need for the office as it is more cost effective.

Our Right to Buy team who did hold face to face appointments with applicants at the office now meet staff at our Service Point in Peckham. For more information on the MySouthwark Homeowners Services please go to our webpage [here](#).