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Central East Local Housing Forum Highlights Report



7th September 2021



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Asset Management

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.

- Heating works at North Peckham and Gloucester Groves Estates are due to begin in April 2022. A number of other QHIP schemes are now in design and looking to start early in the next financial year.**
- Consort Estate, surveys and design works are underway to undertake Fire Risk Assessments, installation of LD1 smoke and heat detection systems to properties that have a secondary means of escape. The LD1 works are currently in progress and additional fire stopping will also be undertaken to the communal corridor areas ahead of the main QHIP project for Consort Estate.**

Asset Management continued

- **Clifton Estate QHIP – Currently in the process of finalising final designs and costs expected by May 2021. Several low rise blocks have been removed from the QHIP programme as Roof Top Homes developments are proposed.**
- **Pelican Estate QHIP – Finalising designs and costs ahead of works commencing.**
- **Nunhead Estate QHIP Works – feasibilities issued to New Build Team to proceed with alongside proposed roof top homes. Should roof top homes not proceed QHIP works will return to investment delivery.**
- **Priory Estate QHIP – Structural monitoring complete, pilot works to external balcony planters are complete, design options to be considered with residents and then finalise costs ahead of any works commencing.**

Asset Management continued

- **Tappesfield Estate QHIP – Currently reviewing feasibilities ahead of main design elements.**
- **Brenchley Gardens QHIP – Estate houses only at design survey stage. Blocks moved to New Build Roof Top Homes as proposed for RTH.**
- **Linden Grove - Currently in design ahead of finalising costs.**
- **Rye Hill Estate – Main QHIP works are now complete and site office/compound has been cleared from the estate. Works are now in Defects Liability Period (DLP).**
- **Arnold Dobson, Lugard & Magdalene QHIP works – Works are now complete and in Defects Liability Period (DLP).**
- **Attwell Estate QHIP works – All works complete and now in defects liability period.**
- **Brookstone Court QHIP Works – All complete and in defects liability period.**

Asset Management continued

- **Oakhill Court QHIP works – All complete and in defects liability period.**
- **Area 4 Internals – Internal kitchen and bathroom works to Oakhill Court, Brookstone Court, Arnold Dobson, Lugard & Magdalene. In final design stages, internal works removed from original standalone projects due to Covid.**

New Homes

On site are:

- **Daniels Road, Meeting House Lane [1-29 Lillac House, Dene Community Centre], Tustin Hidden homes, Copeland Road car park providing 85 new council homes**

Started on site:

- **Rye Hill Garages, redevelopment to create 23 new dwellings in two linked buildings of 4/6 storeys with associated landscaping and children's play space.**
- **Commercial Way. This scheme will provide 109 residential units of which 74 will be available at Council Rent (including 8 wheelchair-adapted /accessible units) and 35 as other genuinely affordable homes.**
- **Flaxyard site, SE15, providing 96 new council homes for social rent and 24 new shared ownership homes.**

New Homes (continued)

Planning Achieved:

- **Fenham Road site, providing 5 new council homes**
- **35-41 Nunhead Lane, providing 12 new council homes**
- **66 Linden Grove, providing 27 new council homes**
- **Cator Street Extra Care Phase 2, providing 58 new council homes (extra care)**
- **Breamore House**
- **Heaton House**
- **Lindley Estate 157-177 Commercial Way, providing 44 council homes**

In Planning:

- **Bells Gardens Community Centre proving 65 council homes,**
- **Wickway Community Centre, St George Way – 39 new council homes for social rent, 47 new private homes and a new community centre and nursery.**
- **Ledbury Towers, Cabinet report approved project progress up to contractor tender and ratified result of the resident ballot at 13 July 2021 meeting.**

New Homes (continued)

Other schemes at earlier stages in the programme include: Astley Estate, Old Library Site (opposite new Peckham Library) and 55-77 Fenwick Road, 2 Linden Grove (ex hostel) Ph5b, 25-27 Trafalgar Avenue (ex hostel), 38 Mary Datchelor Close (ex hostel), 46 Trafalgar Avenue (ex hostel), Folgate Estates (729 Old Kent Road), Old Kent Road Gasworks (709 Old Kent Road) – 65 council homes, PC World + B&M Sites, – 250 council homes, Tustin Regeneration – 420 council homes.

Rooftop schemes have been added to the programme at Clifton Estate, Nunhead Estate, Pennack Road, Latona Road (Unwin Close, Haymerle Road.

Land at Angel Oak Academy, Chandler Way SE15 is a Mixed tenure residential scheme, providing 56 new council homes for social rent, and 67 private sale homes being built on land being bought from Angel Oak Academy which is currently occupied by school buildings. Works to include the addition of a new school extension providing a new dining hall, kitchens, toilets, admin facilities and a playground on the roof that will go into planning in Autumn 2021.

Customer Experience

MySouthwark Home Owners Service:

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 <https://www.southwark.gov.uk/home-owners-services/services-for-homeowners>

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

Resident Services

- **Despite lockdown being lifted, we are still receiving complaints of domestic noise which we continue to deal with sympathetically and sometimes through mediation. Where necessary, officers are working with partners including social services, Police, Anti-Social Behaviour Unit etc to resolve the complaints.**
- **Completion of 19 New Build properties in Daniels Road which consist of flats and houses that was due to be delivered in July 2021, is running behind schedule. We are awaiting a new handover date which should be within the next few weeks.**
- **Completion of the 67 New Build apartments in Copeland Road is also running behind schedule. The handover was supposed to be July 2021 but we are awaiting a new handover date**

Anti-social behavior

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 behavior (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 are 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.

Exchequer Services - Homeowners

- **Bills for “Actual” Service Charges 2020/21 1 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.**

Exchequer Services - Rents

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.**

Modernise

Since signing wayleave agreements with Hyperoptic and Community Fibre, approximately 38,000 council homes have receive 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. Contact better.broadband@southwark.gov.uk with any questions.