

# Central West Local Housing Forum Highlights Report



9<sup>th</sup> 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.**

- Communal / Emergency Lighting Installations are progressing at Havil St and Sedgmoor Place.**
- QHIP 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 due to complete their tendering process in the coming weeks.**
- 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.**
- Elmington Estate QHIP Phase 1 – Started on site in November and due to complete imminently.**
- Elmington Estate QHIP Phase 2 – Works are still in detailed design**

# **Asset Management continued**

- **Riser replacement at Brandon Tower Blocks is under review and mains replacement on the Wyndham Estate (Phase 2) are due to begin in 2022. Wyndham Phase 1 is in contract and due to finish by the end of the financial year.**
- **The Masterman Heating Replacement Project is now complete and is in the one year defects liability period. Salisbury Estate boiler replacement and renewal of underground mains is in progress and due to complete 2021.**

**In line with government guidance, the Repairs Services is moving towards the resumption of a full service in a phased manner and hopes to be fully operational again from 21 June, subject to the progress of the pandemic and available resources..**

# **New Homes**

**Ivy Church Lane Garages (Kinglake Street), Adrian & Dennis (39-44 Rutley Close), Lakanal New Build (Cezanne), Goschen Estate and Aylesbury Estate Package A are all on site.**

**Recently started on site:**

- Comber House Drying Rooms**
- Sedgemoor Place Provision of 13 new council homes in a part two, part four storey building with associated landscaping, bicycle parking and refuse stores**
- Shops & Council Offices, Manor Place /Stopford Road SE17. The construction of a 6 storey building comprising 56 flats above a health centre/office space / retail with associated landscaping and public realm works**
- Workshops, 42 Braganza Street SE17. The proposal is for a total of 33 residential units made up of 5 blocks of building and a commercial building for offices**

# **New Homes (continued)**

## **Planning Achieved:**

**21/23 Parkhouse Street**

**87 Gosvenor Park**

**Aylesbury Estate\_Package B**

**134 Camberwell Road, 243 Queens Road (hostels) , 93 Herne Hill (hostels)**

**Vestry Road (Lettsom T&RA Hall)**

**Other schemes at earlier stages in the programme include: 1-27 Rodney Place, Lomond Grove, Salisbury Est Car Park (Balfour Street), Sceaux Gardens (Florian and Racine inc some garages), Kingston Estate (Nelson, Portland & Kingston), Brandon Baptist Centre & Land Redcar Street, Southampton Way (Rooftop Homes), 93 Grove Lane (hostels).**

# **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](mailto: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](mailto:Resident.Participation@southwark.gov.uk)

# **Resident Services**

- 1. Brandon estate and Conant and Rutley TRAs collaborate to sponsor 40 children to take part in the summer football coaching camp with Unity FC**

**The Brandon Estate TRAs and Conant and Rutley TRA came together this summer to sponsor 40 children (20 boys and 20 girls) to take part in the football summer training camp with Unity FC. This close collaboration amongst TRAs holds the key to community collaboration and cohesion as well as the opportunity to support young people to acquire skills that may define and enhance their future career prospects. Each TRA paid £1000, a total of £4000 plus a donation of £800 from a donor who would prefer to remain anonymous making a total of £4,800. The camp has not only helped the kids to acquire skills to play professional football but it has also helped with their mental health wellbeing, get physically fit, learn the discipline of the game, improve team work, build networks amongst the young people and the parents who come to watch the games.**

**On Saturday the 15th of August 2021 the kids had a tournament. It was a beautiful day and three weeks into the six weeks football training camp for the young people,**



## **Resident Services (continued)**

**it was time to demonstrate the skills and tricks they have acquired so far in a mini football tournament. It was a beautiful day and as the proud parents cheered their children to do their best, the determination of the young people to clinch the winning medals and ultimately the championship trophies and the medal for the best player in the tournament set the stage for a no nonsense atmosphere on the pitch.**

**The match for the under 10s proved to be the best. Buoyed by the cheering supporters and very proud parents, no team was going to let the other side get an easy ride. They played the full match time and extra time and the score line was still level at 2 = 2. The game went into penalties and it was tense. Neither side was going to give way until the last kicks from the goalkeepers (goalkeeper v goalkeeper).**

# **Resident Services (continued)**

## **2. The success of the Great Estates**

**Brandon Estate was selected as one of the pilots for the Great Estates project. The project has completely transformed the estate and the success is evident in the number of residents and their families who now use the newly refurbished community facilities such as the children's play grounds. An average of 50 children and their families use the various facilities everyday which is a remarkable footfall. The residents also expressed an interest in community gardening projects which has been a resounding success. Residents have now constituted themselves into a gardening clubs and have worked together to improve the environmental landscape of the estate with planters and meadows.**

# **Resident Services (continued)**

## **3. Kennington open space**

**The Kennington open space is owned and managed by Lambeth but for over 10 years this space has been largely left ungoverned by Lambeth and has been a source of constant anti-social behaviour during the summer months by way of loud acoustic music and raves that go on till the early hours of the morning, barbecue and fires, football games that descend into noisy drinking parties and illegal car parking in the designated car parking spaces for residents. This summer, we worked with Lambeth to engage with the park users, explain the byelaws and built a partnership with all the park users. We also embarked upon a mediation exercise to bring the park users to meet with residents and discuss ways and means by which the park users can continue to use the park in a responsible and safe way but also allow residents to peaceably enjoy their homes by cutting out the anti-social behaviour and to stop illegally parking their cars in the designated parking bays of all residents.**

## **Resident Services (cont)**

The community cohesion project was a resounding success and the park users and the Brandon TRAs as well as Conant and Rutley TRA, two estates that are located in very close proximity to the Kennington open space, attended a community football event with the park users and pledged to continue to work together based on mutual respect to ensure a safe and responsible use of the park and to also respect the rights of residents to peaceably enjoy their homes and not to illegally park in the designated parking bays for residents.

# **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 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 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. Contact [better.broadband@southwark.gov.uk](mailto:better.broadband@southwark.gov.uk) with any questions.