

# South Local Housing Forum Highlights Report



Tuesday 14<sup>th</sup> September 2021



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# New Homes



- Planning Achieved: 59 East Dulwich Grove , Bassano Street (Garages), Henslowe Road (Garages) Underhill Road and Whaddon House delivering a total of 12 new council homes and will start on site in 2021.

Other schemes at earlier stages in the programme include: Seavington House and Garages, Lordship Lane Estate, Woodland Road Estate and 17-19 Wood Vale (ex Hostel)

# 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.

# Asset Management



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

# Customer Experience 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.

# Customer Experience Service



- 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>

# Resident Services



- Although lockdown has been lifted, most residents still spend more time at home and this continues to generate low level noise nuisance and anti social behaviour complaints on some estates. The complaints are mostly domestic noise nuisance that include; loud footsteps, people talking loud on phones etc, which we continue to deal with sympathetically and sometimes through mediation. Where necessary, officers are also working with partners including Social Services, Police, Anti-Social Behaviour Unit etc to resolve the issues.



- Proposed new builds:  
Priority Court – 9 proposed new homes
- Current stage: Residents consultations.
- Due completion – May 2023 (on schedule)

Lordship Lane Estate – Redevelopment of garage site adjacent to Maxwell Court into 12 new homes

- Current stage: Consultation with residents
- Due completion – winter 2023 (on schedule)
- Adam Tizroutine – (Resident Services Officer) left the council in July 2021. His replacement is expected to start on 6 September 2021.



# 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).

# Communities



- 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)

## Exchequer Services – Tenants 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.

## Exchequer Services – Tenants Rents

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- Homeowner Service Charges



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 online 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.



## Anti social behaviour, grounds maintenance

- 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
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- 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.