

Overview and Scrutiny



Housing Select Committee Supplementary Agenda

Thursday, 14 March 2024

7.00 pm

Civic Suite

Lewisham Town Hall

London SE6 4RU

For more information contact: Nidhi Patil (nidhi.patil@lewisham.gov.uk)

This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

Reasons for lateness- This report is being published late due to the pre-election publicity rules that were in place until the 7th of March 2024.

Reasons for urgency- This report needs to be considered at this Committee meeting as this is the last meeting of the Committee in this municipal year (2023-24) and consideration of this report will allow the annual work programme to be completed.

Part 1

Item	Pages
3. Repairs Update from Housing Providers	3 - 104

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Housing Select Committee

Report title: Repairs Update from Housing Providers

Date: 14th March 2024

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Director of Housing Strategy

Outline and recommendations

This report will be followed by presentations from housing providers regarding their repairs service. The housing providers presenting today are:

1. Clarion Housing Group
2. Hyde Housing
3. L&Q
4. Peabody
5. Southern Housing Group

The Committee is asked to:

- note the updates provided by the housing providers and comment on the content of the updates.

Timeline of engagement and decision-making

9 th March 2023	Updates provided to Housing Select Committee by Clarion Housing Group, Hyde Housing, L&Q, Peabody and Southern Housing.
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1 Summary

- 1.1. The Housing Select Committee has invited five housing providers to update the Committee on their repairs service. These five housing providers are- Clarion Housing Group, Hyde Housing, L&Q, Peabody and Southern Housing Group. These updates will be delivered by means of PowerPoint presentations, following which members of the Committee will have an opportunity to ask questions.

2. Recommendations

- 2.1. The Committee is asked to note the updates provided by the housing providers and comment on the content of the updates.

3. Policy context

- 3.1. Receiving these repairs update from housing providers supports the aims and objectives of the Council's Corporate Strategy, namely:
 - 3.1.1. *Quality Housing* - to provide as many people as possible with safe, comfortable accommodation that they can be proud of and holding landlords to account.

4. Background

- 4.1. The Housing Select Committee's terms of reference state that the Committee has the responsibility to establish links with housing providers in the borough which are concerned with the provision of social housing. To meet this responsibility, the Committee needs to ensure that it engages with local registered social housing providers and scrutinise their activities and performance.
- 4.2. On the 9th of March 2023 updates on the repairs services of 5 housing providers were given to the Housing Select Committee by Clarion Housing Group, Hyde Housing, L&Q, Peabody and Southern Housing. The Committee has invited these providers to return to its meeting on the 14th of March 2024 to provide a further update on their repairs service.
- 4.3. The updates will cover several key issues such as-
 - Progress in repair services over the last 12 months since the last Housing Select Committee meeting in March 2023
 - A brief overview of policies regarding 'voids'
 - An overview of the impact of the Social Housing (Regulation) Act 2023 on repairs services; and details on how providers are preparing for the new regulatory standards that come into force in April 2024.
 - A brief update on use of Schedule 2, Ground 8 of the Housing Act 1988 in rent arrears cases

5. Financial Implications

- 5.1. There are no direct financial implications arising from the content of this report.

6. Legal Implications

- 6.1. There are no direct legal implications arising from the content of this report.

7. Equalities implications

- 7.1. The Equality Act 2010 brought together all previous equality legislation in England, Scotland and Wales. The Act included a new public sector equality duty, replacing the separate duties relating to race, disability and gender equality. The duty came into force on 6 April 2011. It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and

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maternity, race, religion or belief, sex and sexual orientation.

- 7.2. The Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 7.3. There are no direct equalities implications arising from the content of this report.

8. Climate change and environmental implications

- 8.1. There are no anticipated climate change and environmental implications.

9. Crime and disorder implications

- 9.1. There are no anticipated crime and disorder implications.

10. Health and wellbeing implications

- 10.1. There are no direct health and wellbeing implications arising from the content of this report. However, the condition of a person's home has a major impact on their physical and mental health and wellbeing. Ensuring residents can easily access the repairs service and that the homes are maintained in a good condition will have a positive impact on the residents' health and well-being. In particular, ensuring that housing providers deal with repairs relating to damp and mould effectively is an important part of securing better health outcomes for all residents living in social housing.

11. Report author and contact

- 11.1. Jacob Foreman, Head of Housing Partnerships and Service Improvement, Jacob.Foreman@lewisham.gov.uk
- 11.2. Comments for and on behalf of the Executive Director for Corporate Resources:
Tony Riordan, Principal Accountant, 020 8314 6854, Tony.Riordan@lewisham.gov.uk
- 11.3. Comments for and on behalf of the Director of Law, Governance &HR
Melanie Dawson, Principal Lawyer – Place, melanie.dawson@lewisham.gov.uk

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CLARION
HOUSING

Housing Select Committee: Update on Repairs

Lewisham Council: 14th March 2024

Susan Clinton- Head of Operations

Shani Denham- Director of Surveying

James Waddon- Regional Director Repairs



Update on repair service since April 2023



- Clarion response fully integrated into the housing association to ensure greater controls over our repair delivery to benefit residents
- Promotion of more collaborative working between housing, surveying and local repairs team, to reduce delays with our repair service to residents
- Established new Area Supervisor role within Lewisham to encourage more proactive support for our residents with resolving repair concerns
- New south London LCDM team fully operational with a dedicated area manager, supervisor, specialist surveyors and upskilled operatives to improve this overall experience for our residents

Update on repair service since April 2023 cont.

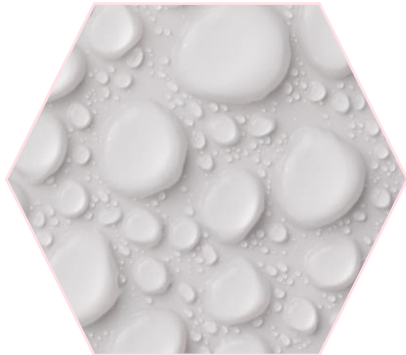


CLARION
HOUSING

- Operational shift within the Lewisham void service being delivered by an internally resourced team rather than reliance on third party contractors
- Dedicated Resident Liaison Officers providing singular points of contact for our residents with repairs and ensuring a proactive approach to complaint resolutions
- New internally resourced disrepair team to be launched in April 2024 to ensure an efficient and timely service delivery to benefit our Lewisham residents
- Proactive communication with residents via Localz feedback application

Overview of performance April 23- February 24

200+ LCDM jobs raised



87% customer satisfaction score



2000+ repairs raised

80% First time fix

Over 500 emergencies raised

Localz *On our Way* application



- Residents provided with a link via text message to track their operative during the appointment date, so they monitor likely times for attendance
- Provides resident with a further link via text message to provide feedback over the repair service. This includes rating the service out of 5 and providing commentary over anything positive or negative from the visit
- Expectation for local area to contact resident (either manager or supervisor) within 24 hours from the negative rating being provided to discuss the experience in more detail
- Robust 1-2-1 discussions between manager and operative over positive and negative trends to improve experience

- Page 11
- 89% of Lewisham residents scored our repair service positively (5 star) using the Localz feedback application in February 2024 and 85% between April 2023 and January 2024

Localz feedback from our Lewisham residents



“Arrived in the allocated time. He inspected all the jobs that he had to do to ensure he had all the relevant parts and kept me informed about what he was going to do. He completed all the jobs to my satisfaction”

“Operative was very polite and friendly and explained everything”

“The man was so nice and helpful thank you so much, what a credit to Clarion”

“Was kept well informed and felt like a good effort was made to rectify the issues”

“Alan done a brilliant job of my fence, very friendly and a good worker”

“Everything went well they knew what they were doing and told me exactly what was going to happen next they were positive and polite”

“Excellent service, everything explained in detail & repaired as well as could be expected”

“Sam was kind and professional the whole time. I really appreciate him explaining the whole process and making sure I was happy with the work... Exceptional service”

Learnings from Localz over negative feedback



- **Communication-** trend with operatives attending communal jobs and not updating the resident from site over the outcome of the visit. This leads to confusion over completed or outstanding repairs for our residents and delays with completions
- **Follow up visits-** operatives not ensuring the resident is sufficiently updated over the next steps for further visits needed. Again, this leads to delays with agreeing follow up appointments and unnecessary chase ups from the residents
- **Trade gaps-** operatives attending visits where additional trade support is needed to complete works. This leads to further visits and inconvenience for our residents
- **Next steps-** Residents unclear over the next steps to progress repairs due to further involvement from other team members such as the area manager or surveyor who need to review more complex jobs or support from other teams such as M&E

Learnings from Localz over improvement



- **Communication-** Focus on ensuring professional tablet behavior at the property including notes and photos being added to each job. Tablet behavior monitored regularly by supervisor and manager to ensure internal processes are followed and positive resident experience
- **Follow up visits-** Ensuring internal processes to raise call back tasks with an expected service level agreements to contact the resident. Dedicated resource planner and resident liaison officers within each patch ensuring timely updates on next steps to resolve repairs
- **Trade gaps-** Increased operative headcount tailored to trade gaps to ensure more multi-skilled teams that can pick up all aspects of a repair and complete during the first visit. Internal and external training to develop existing operatives to provide wider scope of repair delivery
- **Next steps-** Benefited by local teams with smaller patches to ensure more timely call backs to residents over further steps. Internal repair services working collaboratively with other internal teams to promote singular points of contact for our residents

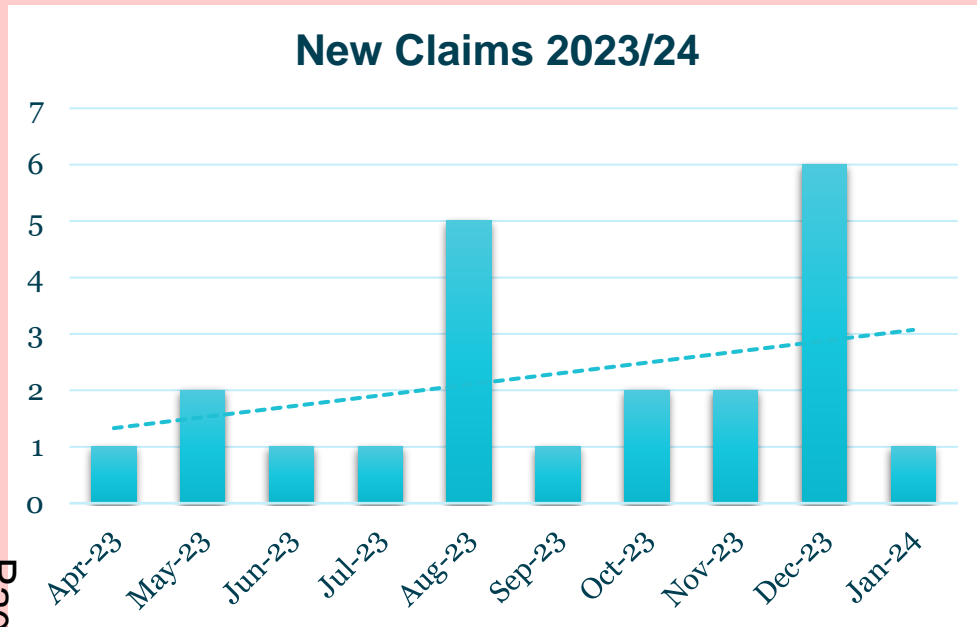


CLARION
HOUSING

Disrepair

Disrepair

- **40** live disrepair cases in Lewisham
- Less than 3% of stock
- Average of 2 new cases per month





Disrepair cont.

- Trend showing a slight increase, not peculiar to Lewisham or Clarion – across the G15 mainly due to an increase in:
 - LCDM reporting
 - Claims farmers' door knocking 'no win, no fee'

Costs

- Average cost per claim:
 - Damages - £1,607
 - Claimant costs - £3,284
- Majority of claims are resolved pre-litigation



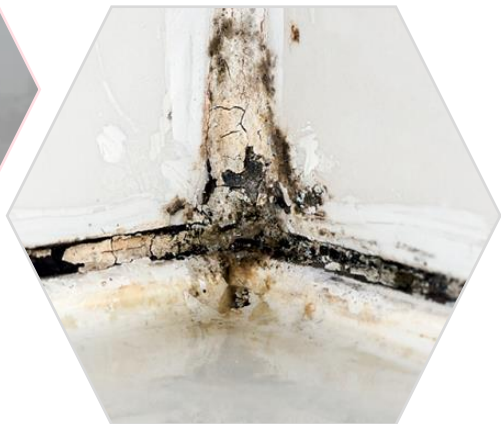
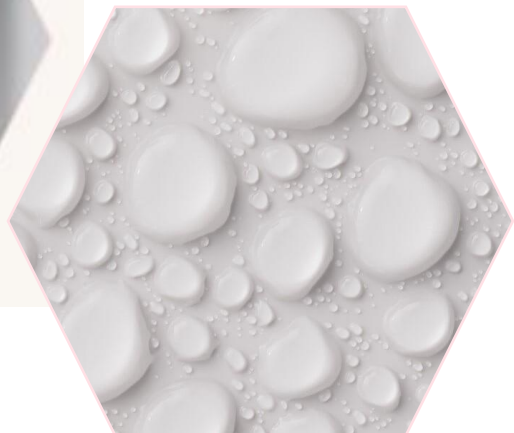
What are we doing?

- Quarterly Disrepair Steering Group with representatives from Legal firms looking at best practice
- BI reporting tool to identifying trends early
- Letter drops encouraging residents to report repairs
- Resident engagement days where we see high levels of LCDM
- Setting up a dedicated inhouse Major Works Team in South London
- Surveyor tool kits with specialist equipment for identifying LCDM and monitoring equipment to assist residents
- Suite of surveyor training



CLARION
HOUSING

Leaks, Condensation, Damp & Mould



LCDM explained

Leaks

We understand leaks can lead to damp and mould issues.

We now address persistent or particularly tough cases of leaks in our repairs response.

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Condensation

Condensation happens when moisture particles form on cold surfaces. It can occur on various surfaces such as windows, ceilings, and walls.



Damp

Damp appears as wet patches on absorbent surfaces like walls and ceilings.

Various types of damp exist, each with different causes.

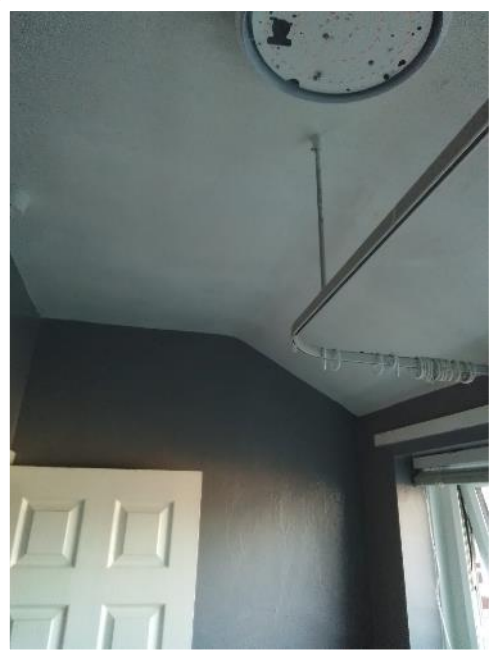
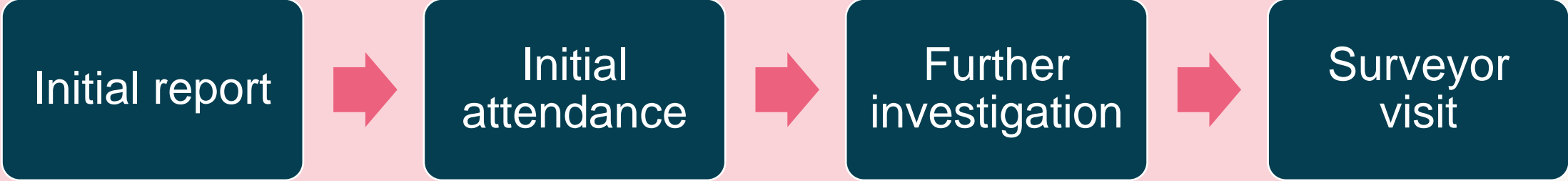


Mould

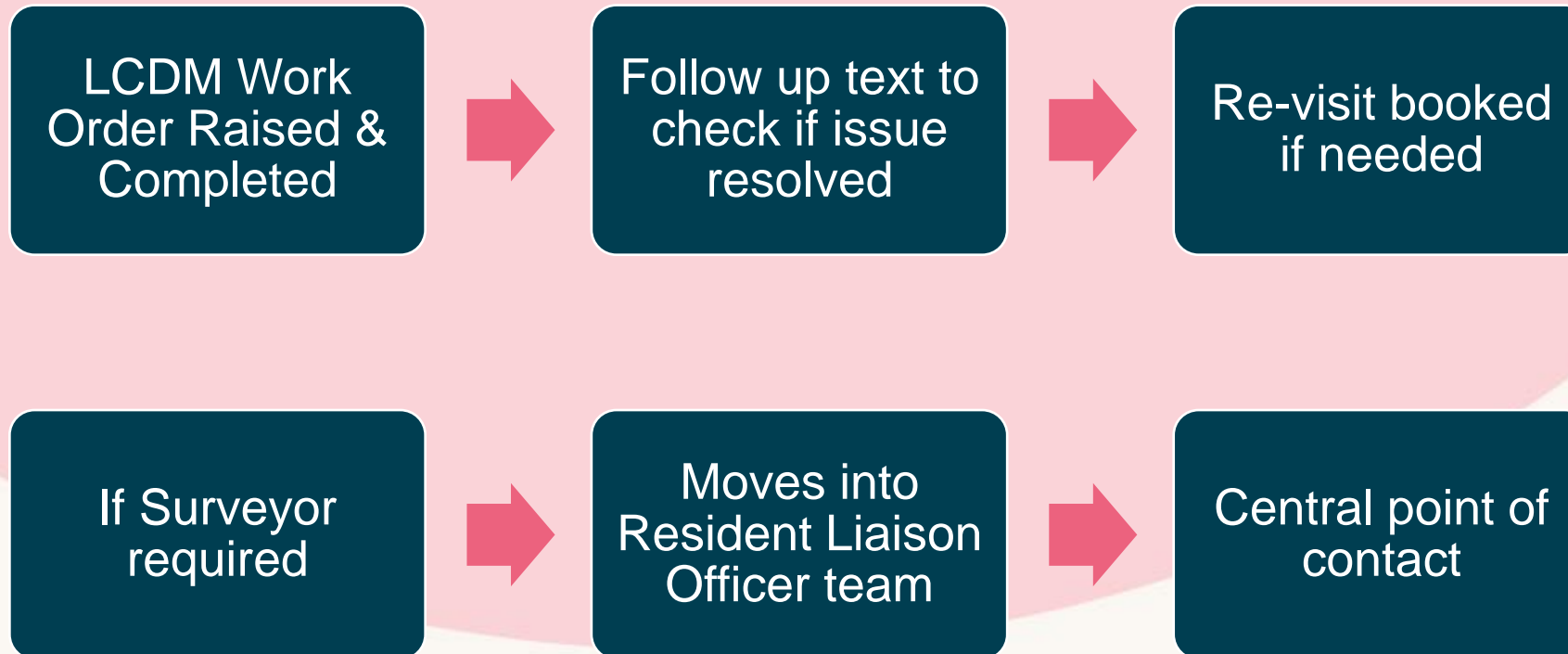
Mould is a type of fungi which thrives in damp and poorly ventilated spaces. It can develop on any surface, including soft furnishings, and be black, white, or green in colour.



What happens when LCDM is reported



How Clarion manages LCDM cases



5 principles for managing LCDM



Respond in an urgent and timely manner



Investigate and treat root cause



Move households in extensive cases



Keep complete and extensive records



Keep customers updated

Role of a surveyor in LCDM

LCDM surveyors are trained to diagnose more complex issues in your home. During an inspection, they will inspect both the outside and inside of your home

Outside

- ✓ Compare outdoor ground levels to the inside floor levels
- ✓ Check the condition of all rainwater goods for blockages or fractures
- ✓ Check the condition of the roof covering and chimney for damage
- ✓ Check the external wall finish for defects (brick, pointing, render)
- ✓ Look for evidence of defective or blocked drainage systems.

Inside

- ✓ Examine all locations for surface mould
- ✓ Check mechanical extractor fans are working
- ✓ Check water pipes and wastes for signs of leaks
- ✓ Check heating system
- ✓ Check windows, doors and trickle vents are operational and open and close
- ✓ Check condition and depth of loft insulation.

Checklist

<input checked="" type="checkbox"/>	_____
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Voids



- **29** properties let in 2023, average key to key time of **142 days** (including a long term void)
- Since 01/01/24 we have let **8** properties, average key to key time **67 days**
- Average void works period currently **26 days**, reducing month on month
- Dedicated Available Homes Officer who is the lead for Lewisham
- Current occupancy rate **99.31%**
- Good working relationship between Clarion's Available Homes team and LB Lewisham's housing needs team

Schedule 2, Ground 8 of the Housing Act 1988



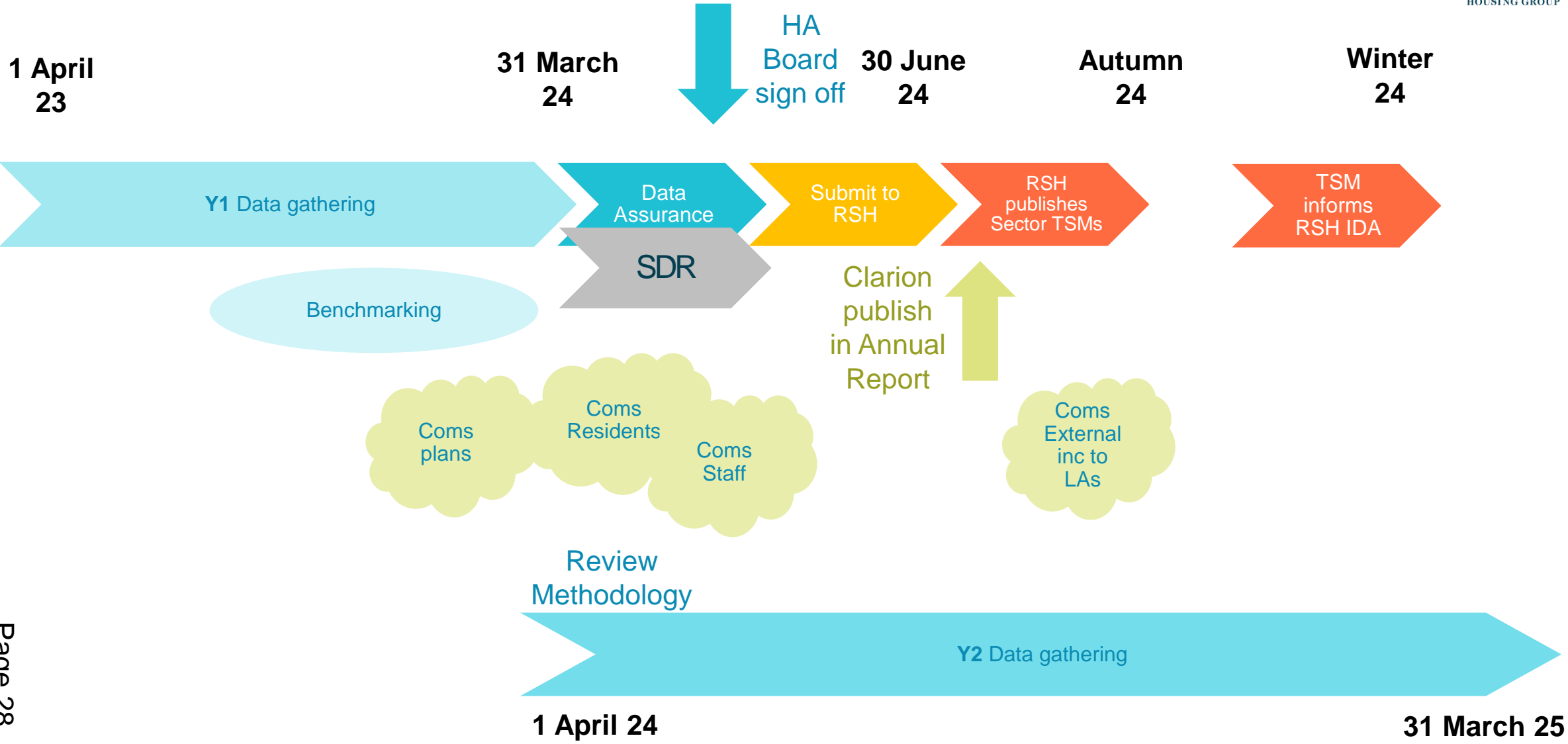
- Used rarely (1 case during the last year across South London)
- Proportionality checks carried out and not used if tenant has any vulnerability
- Can only be approved at Director level
- Work underway to strengthen working relationships between Clarion and Lewisham to increase homelessness reduction actions

Social Housing Regulation Act 2023:

The world around us

2024	MARCH	APRIL	SUMMER	AUTUMN
RSH	Consumer Standard published	Consumer Standards live	Y1 of TSMs submitted	
		RSH inspection plan published		Clarion preparing for planned IDA
		Information on residents' rights & how to complain live	<i>Access to Information scheme TBC</i>	
HO	MoU between RSH and HO	Complaints Handling Code live		RSH publishes sector wide TSMs
LEGISLATION				<i>Renter's Reform Bill enacted?</i> <i>Leasehold and Freehold Reform Bill enacted?</i> <i>Awaab's law secondary legislation?</i>
CONSULTATIONS	Awaab's law enacted via SH(R) Act 23	Competence and Conduct Standard	<i>Decent Homes Standard TCB?</i>	
	Future Homes Standard			
	Reforms to social housing allocations <i>AKA BH4BW</i>			
	Tweaks to NPPF / Planning			
POLITICAL CONTEXT (HOUSING)	Gove's Letter on Planning		Mayoral elections 2 May	General Election – late Autumn?
	Expert Review of London Plan		<i>Review of Homes England - outcomes</i>	

Social Housing Regulation Act 2023: TSM Milestones Y1 / Y2



Tenant Satisfaction Measures (TSMs)



- Fieldwork for the perception surveys of tenants and shared owners is almost complete
- Clarion are adding a small number of follow-up questions to the survey to explore residents' views further and gain more insight.
- Data gathering is consistently underway across the full suite of management TSMs
- Survey performance and trends are broadly in line with other landlords

Questions





Hyde

Lewisham Housing Select Committee

March 2024



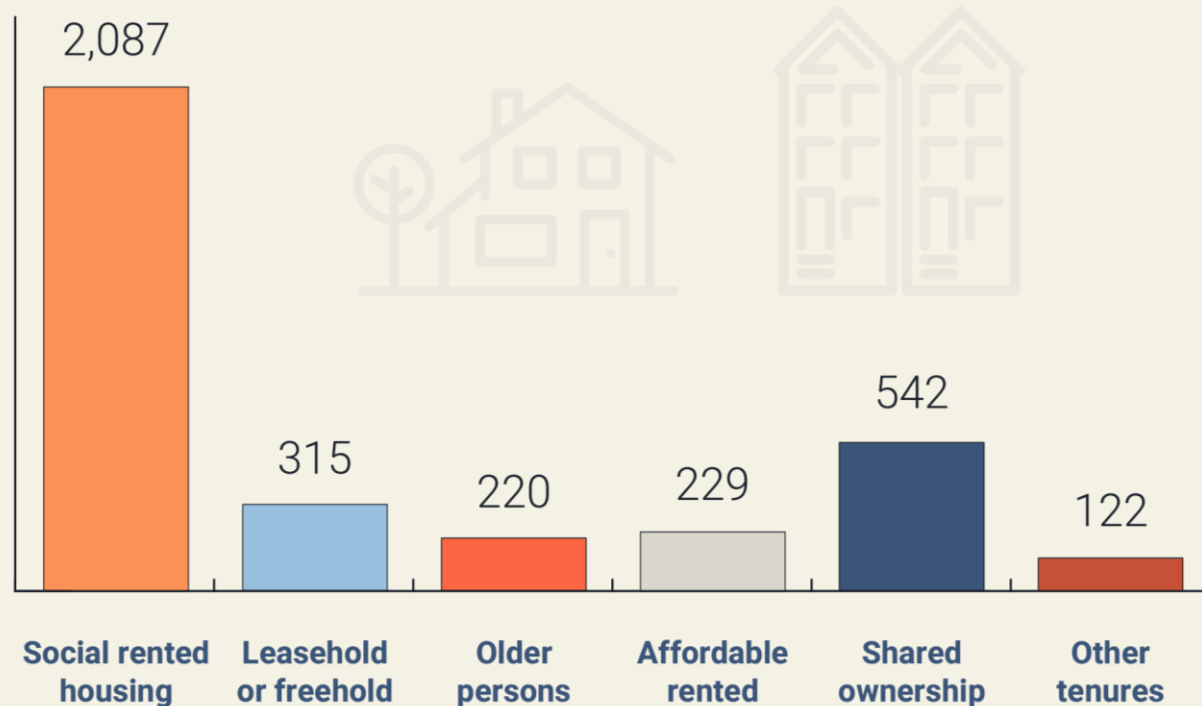
Hyde in Lewisham

Hyde was founded in Lewisham in the 1960s with the ambition of providing good-quality, affordable housing to those most in need.

Almost 60 years later, we remain committed to providing homes and communities that customers are proud of.

We provide 3,566 homes in Lewisham.

Types of accommodation



Our new Neighbourhoods approach in Lewisham

Our new way of working is helping us to be closer to customers and communities.

We have:

- Reduced the number of homes in each of our patches by over a third.
- We have seven neighbourhoods in Lewisham, with an average of 670 homes in each.
- Each one has a dedicated Neighbourhood Officer who will be the champion for the local area they serve.
- These patches are aligned with council wards.



Our new approach will make us more visible, more responsive, and more accountable.

Bringing our repairs in-house

In October we welcomed 60 new colleagues to Hyde and brought our repairs and maintenance service for parts of London and Kent in-house.

By delivering repairs through our own teams, we can:

- Put customers first.
- Better manage our homes.
- Deliver a more consistent, reliable service.



Repairs in Lewisham in 2023/24

807 & **7,278**
emergency repairs routine repairs

have been completed

96% **99%**
of emergency repairs of appointments
completed in target attended on time



Damp and mould

This year we have had 723 damp and mould cases in Lewisham.

645 of these cases have been closed and we are working to resolve the remaining 78 cases.

We've made changes to our damp and mould approach, we're:

- Identifying ways to proactively deal with issues.
- Encouraging customers to report any issues and working with them to resolve these.
- Investigating every damp and mould report thoroughly.
- Visiting customers' homes six months after remedial works, to ensure the problem has been fully resolved.



Empty homes (voids)

Our Empty Homes and Lettings Team oversee our empty homes from the time a tenancy termination notice is received to when a new resident moves in.

This includes liaising with local authorities to request nominations and assess the incoming residents.

The team then works with our Property Services to bring the home up to standard for the next resident.

Empty homes in Lewisham 2023/24

55

**days average
turnaround time**

67

**properties
managed**

£7,400

average spend per property restoration

Hyde Foundation

We've supported over 22,000 people this year through the Hyde Foundation and grant funding from the Hyde Charitable Trust.

In Lewisham, we work with community partners including:

- **Second Wave**, that supports local young women.
- **Fitness for All**, a local social cohesion charity that provides 120 annual fitness sessions.
- **The Sydenham Community Garden**, that provides affordable food, mental health support, and career advice.



Social Housing Regulation

Complaints

We have made significant changes to how we handle complaints:

- We've doubled the size of our complaints team in the last three years.
- We've introduced a new customer relationship management system.
- We've simplified our process to make it easier for customers to raise complaints.
- Our focus is on keeping customers informed on our progress.



Consumer standards

We welcome the consumer standards and are preparing to comply with some of the standards when they are introduced in April.

Getting in touch

We have a dedicated route for councillors to raise issues with us – please just email

electedrepresentatives@hyde-housing.co.uk

You'll get an email straightaway with a unique case reference number, to help you and us keep track of all the important details.

We'll review your enquiry and respond within **three working days.**

Please include:

- The resident's name.
- Their address.
- As much detail about the issues as you can.

We'll take it from there and keep you in the loop until things are sorted.

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L&Q : Borough of Lewisham

14th March 2024

L&Q

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Bev Bennett

Head of Direct Maintenance – South Region

L&Q

L&Q Repairs Service

- We operate a reactive repair service covering all types of work
- Most repair requests relate to everyday repairs such as plumbing and electrical issues, these are managed by our internal Direct Maintenance team
- In Lewisham our Direct Maintenance team consists of 50 operatives, supported by a Maintenance Team Manager, Supervisors and back office work planners and administrative staff
- Our internal team is supplemented by external contractors
- We have assigned gas heating contractors, lift engineers, door entry system contractors and other specialists
- We operate a specialist internal team managing damp and mould enquiries, working with a specialist contractor, Zap Carbon

New Changes to the way we work in Direct Maintenance

L&Q have made changes over the last 6 months to continue to improve the service to our customers.

We have developed a new Minor Works team that will focus on complex jobs that require more than 1 trade or 1 day to carry out a job for our customers.

We have developed an independent team of Surveyors that will provide an inspection and management service for any complex work being reported by customers, they will then triage and allocate that work to the Direct Maintenance team or Minor or Major Works teams.

We are also developing a Working at Heights team that will specialise in all roofing and associated work, such as guttering, this will allow us to develop cyclical work programmes and a swifter response to roofing repairs.

2023-2024

Repairs cases and Statistics

L&Q Repairs

Between Feb 2023 –January 2024 in Lewisham 31,496 repairs were raised. From these, 3,273 repairs were outstanding at 1st February 2024

Across L&Q 392,929 repair orders were raised (all repairs except void property refurbishment works). Overall, from these 45,277 repairs are outstanding at 1st February 2024

The 2023-2024 Maintenance Services Reactive Budget (excluding voids) is £53m and £75m, including voids work.



Repairs Completion times



- Repairs classed as 'routine' are completed on average, within 15.48 days in Lewisham, the target is 20 days
- 'Emergency' repairs have a 24hr target for completion. In Lewisham this is 1.68 days
- 'Urgent' repairs have a five day target and in Lewisham these are completed at 2.71 days

Performance Data –Turnaround times

(Working Days)

Month/Year	L&Q Emergency (within 24 hours)	Lewisham Emergency (within 24 hours)	L&Q Urgent (within 5 working days)	Lewisham Urgent (within 5 working days)	L&Q Routine (within 20 working days)	Lewisham Routine (within 20 working days)	L&Q Average working days to complete	Lewisham Average working days to complete
Feb-23	1.50	1.34	2.88	1.64	3.95	4.31	2.77	2.76
Mar-23	1.90	1.44	4.35	3.03	9.43	8.75	6.36	5.88
Apr-23	2.12	1.64	5.39	2.81	12.76	11.72	8.63	7.54
May-23	2.25	1.65	5.51	2.27	14.68	13.65	10.00	9.09
Jun-23	2.43	1.76	6.28	3.02	17.69	16.21	12.18	11.32
Jul-23	2.22	1.71	5.76	3.61	19.45	17.80	12.88	11.95
Aug-23	2.37	1.64	4.56	2.83	19.95	17.52	13.59	12.00
Sep-23	2.23	1.59	4.34	3.45	20.77	19.01	13.25	12.27
Oct-23	2.39	2.05	3.18	2.03	19.56	18.93	11.91	11.13
Nov-23	2.28	1.70	3.19	1.57	18.50	15.76	10.47	8.76
Dec-23	2.13	1.55	3.83	2.25	18.75	16.64	9.85	8.16
Jan-24	2.24	2.07	4.90	4.97	24.86	24.47	12.86	12.44
Average	2.17	1.68	4.35	2.71	17.01	15.48	10.51	9.51

Customer Satisfaction survey Results

Feb 23- Jan 24

This data is from a combination of a third party and inhouse survey of residents who have had repairs completed.

7094 responses were received for L&Q

669 responses were received for Lewisham

Feb23 - Jan24	L&Q	Lewisham
Satisfaction with the repairs service on this occasion	73.8%	79.2%
Satisfaction with quality of repair work	76.0%	80.5%
Ease of dealing with L&Q	62.2%	67.0%
Appointment kept	85.4%	88.6%

Complaints

Complaints – Repairs and Maintenance

Month/Year	Lewisham	All L&Q
Feb-23	92	1,246
Mar-23	139	1,314
Apr-23	90	1,011
May-23	86	962
Jun-23	112	952
Jul-23	96	986
Aug-23	82	872
Sep-23	77	758
Oct-23	112	1,017
Nov-23	137	1,284
Dec-23	111	1,016
Jan-24	128	1,206
Total	1,262	12,624

Stakeholder Enquiries

Councillor and MP enquiries for LB Lewisham

Number of Enquiries Feb 23 – Jan 24	
180 enquiries raised	
164 enquiries resolved	
16 enquiries currently open	

Resolution times	
Quickest Resolution time	1 day
Longest resolution time	240 days
The Medium resolution time (working days)	13 days

Enquiry by Type	
Direct Maintenance	59
Housing Management	54
Building Services	6
Care & Support	2
Customer Accounts	2
Customer Contact Centre	4
Lettings/Rehousing	26
Programmed Management	3
Private Rented Sector	1
Sales & Marketing	1
Healthy Homes & Disrepair	10
Insurance	1

Disrepair

Disrepair cases

Feb 23 – Jan 24

Disrepair cases in L&Q	Feb 23 -Jan 24
Active Cases	1005
New Cases	73
Closed cases	92

Disrepair cases in Lewisham	Feb 23 -Jan 24
Active Cases	105
New Cases	9
Closed cases	14

Healthy Homes

Damp and Mould

Damp and Mould

In April 2020 L&Q introduced the Healthy Homes Programme to provide a comprehensive and proactive response to dealing with damp and mould. This programme continues with success.

Through this programme a Healthy Homes Performance Certificate (HHPC) assessment is completed on properties visited.

Clean and Shielding takes place in nearly all properties visited.



Damp and Mould

Data from Feb 23 – Jan 24

Damp & Mould cases in Lewisham	Feb 23- Jan 24
Number raised	1131
Number closed	1095
Number of cases outstanding	34

New cases raised in Lewisham	Feb 24 - current
Total raised	54
Number closed	16
Number of cases outstanding	38

Fire Safety

Fire Safety

Above 18 metre blocks or seven storey

14 blocks in Lewisham are now registered by L&Q from October 2023 with the new Building Safety Regulator where we are the Principle Accountable Person (PAP).

We have no major concerns on such blocks but will carry out PAS 9980 assessments as part of their Building Safety Cases.

In addition to this, L&Q hold the following stock:

1 Right To Manage block

4 Privately Managed blocks

Above 5 are being checked to establish if L&Q have any form of responsibility making us an Accountable Person (AP) where others are the PAP.

Under 18 metre, six storey or less

Of the 79 blocks L&Q have intrusively inspected to date:

8 have had works identified, but not yet started

5 have had fire safety works completed in the past 4 years

To date, 15 will require a PAS 9980 assessment to establish any further works, these have already been instructed and we either wait the report or the inspection.

32 have been identified as not needing any fire safety remediation works

No blocks in the Under 18 metre category have waking watch or temporary alarms in place

In addition to the above, 79 blocks have been desk-top assessed and identified as needing no further EWS inspections at this stage, but will continue on the FRA route only

A further 23 blocks are being desk-top assessed further and will have an EWS inspection if determined to be necessary

Challenges

Repairs challenges



Booth Court – Thurston Point
Remains a challenge. There are difficulties with the roof and L&Q continue to work with the Managing agent, Housing and Major works teams to resolve it.

Vian Street – There has been an ongoing issue with the external rainwater systems and we are currently working with the managing Agents to reach a resolution on how to take the work forward to completion.

Operational Challenges

Staff retention

- Staff retention remains challenging due to market competition and shortage of skilled labour.
- To mitigate this there are continued efforts to increase internal productivity through service improvement projects, including potential recruitment of Apprentices.

Sub-contractor capacity

- Externally for some trades, such as roofing, demands continue to exceed supply of suitable contractors that will work to L&Q's health and safety standards.
- Procurement of additional roofing and other contractors continues.

Rent arrears

Use of Schedule 2, Ground 8 in rent arrears cases

Question:

We have been asked to comment on the use of the above grounds when dealing with arrears cases of L&Q tenants.

Answer:

Ground 8 for General Needs is very rarely used and only in exceptional circumstances i.e. extreme arrears or if there is evidence of subletting and no previous legal action has commenced.

We routinely use Grounds 8, 10 & 11 for Private Rented Sector, Intermediate Market Rented and London Living Rents.

Voids update

Voids

L&Q has a target for void management based around void loss the current target is 2% and we are currently achieving 1.23%

We have recently merged the voids and letting to team to create a key- to- key service. This will be a customer centric service and will allow our new incoming tenants

As a service we are about to embark on a full and open tender process to increase out contractor supply chain and in turn continue to develop the service to be one of excellence in the sector.

Policy Update

Policy

- An overview of the impact of the Social Housing (Regulation) Act 2023 on L&Q's repairs services

The Social Housing Regulation Act forms a new era of regulation for the social housing sector, aiming to give tenants greater powers and improve access to quick and fair solutions to problems.

Our five-year strategy, Future Shape, marks a new chapter in our history. It sets out our approach to put our residents at the heart of L&Q, consolidate our financial strength, and lay the foundations for us to tackle some of the biggest issues our sector has ever faced. This strategy will drive our teams to make a positive contribution to individual lives,

In response to this and as an example of the work we are doing, L&Q have set up a Direct Maintenance team of Customer Liaison officers to deal only with Repairs complaints allowing us to manage them more effectively and provide a swifter resolution for our residents. It provides focus across the teams within Direct Maintenance to ensure that we can resolve the problems that are brought to us by our residents and stakeholders.

Policy (Con't)

How L&Q is preparing for the new regulatory standards that come into force in April 2024.

These new 'consumer regulations' that come into effect in April, will see a move to more proactive regulation, requiring us to positively prove we comply. In this way, our sector is catching up with education and the NHS where they measure across customer experience and service quality, and the changes will bring us closer to local government in terms of the transparency expected.

Lots of work has been done to gauge how ready L&Q is for the new approach, and across the business we have been running crucial 'readiness review' sessions, these have been used to develop L&Qs response to the new standards.

From those sessions we've undertaken a detailed readiness review and identified roughly 80% readiness with 20% of new requirements needing action. The actions are being incorporated into RTB plans and two potential change projects have been identified.

This will of course be an ongoing project and workstream which will be reported to L&Q Executive and shared with Stakeholders as we move forward with the project.

L&Q

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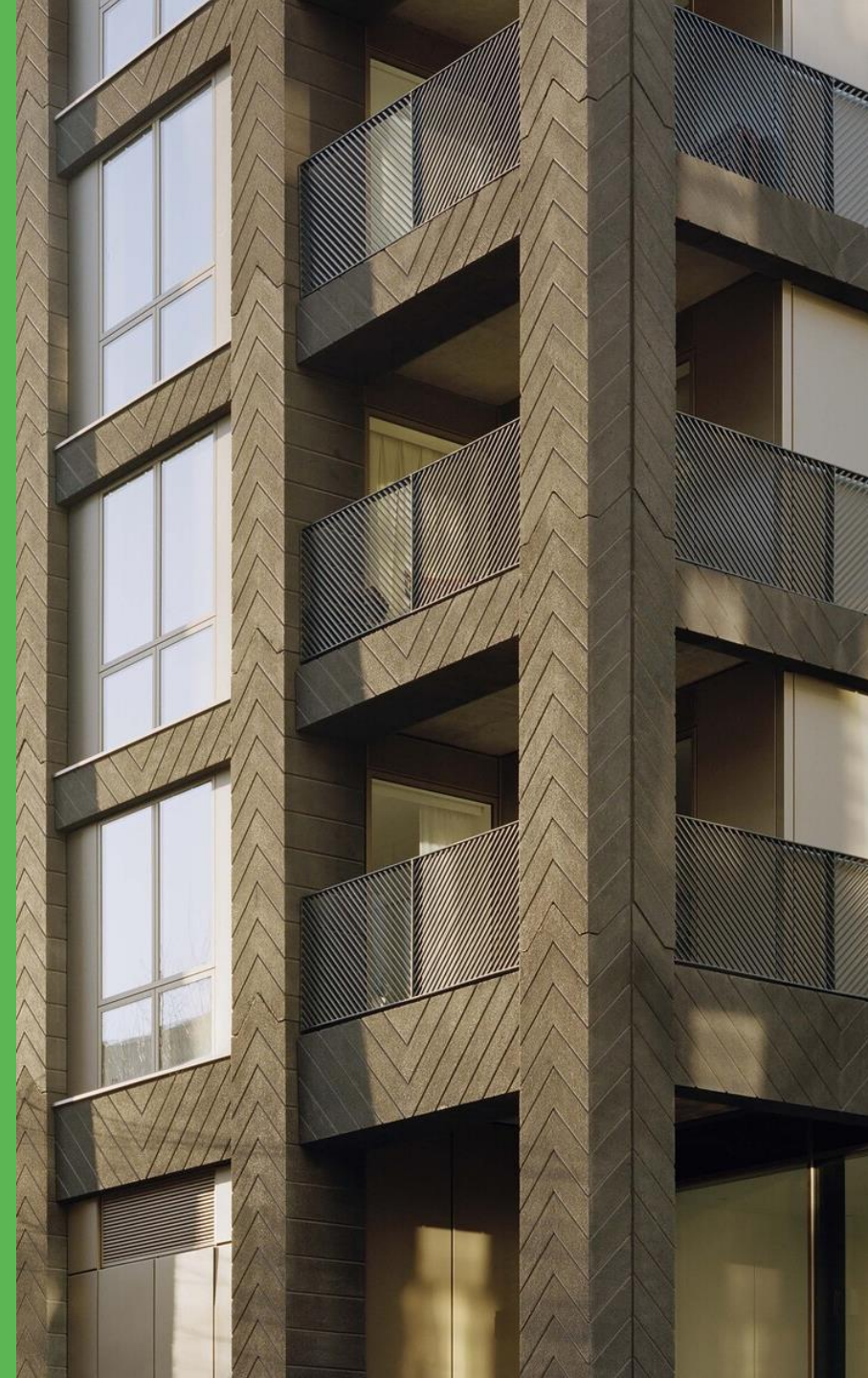
Lewisham Housing Select Committee

Peabody update

Presenter: Wells Chomutare and Shane Sorour

Date: 14 March 2024

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Peabody in Lewisham

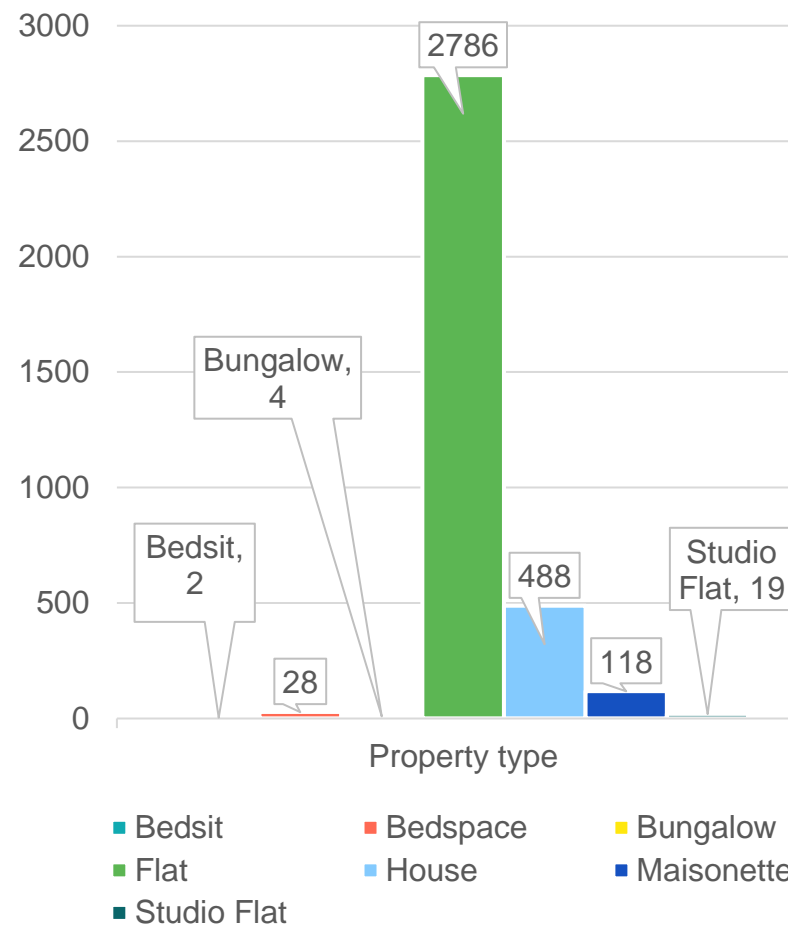


Peabody in Lewisham

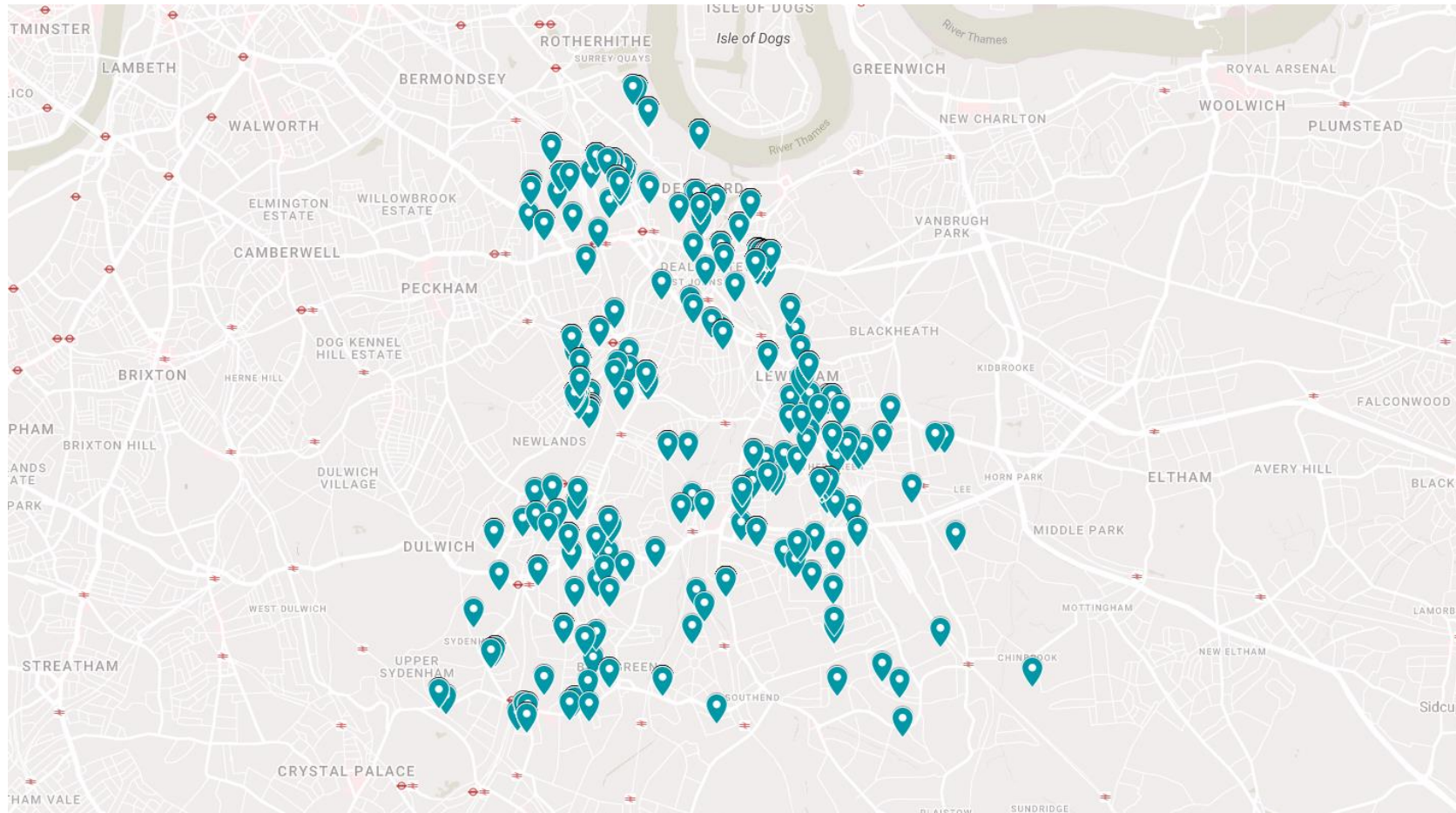
There are 3,445 Peabody homes in Lewisham:

- General needs – 1,294 homes
- Affordable rent – 649 homes
- Leaseholders – 724 homes
- Shared ownership – 475 homes
- Market rent – 119 homes
- Supported housing – 99 homes
- Keyworker homes – 70 homes

The bulk of homes have 1 bedroom (1,038) or 2 bedrooms (1,231). We have 602 3-bedroom homes and 152 4-bedroom homes.



Peabody in Lewisham



Repairs performance



Complaints

- **84 open complaints:**
 - Stage 1 – 75
 - Stage 2 – 9
- 12 open queries from MPs and Councillors
- We currently have **two cases awaiting determination by the Housing Ombudsman** in Lewisham.

Financial Year 2023/24

- **380** cases closed
 - 132 – Service recovery
 - 63 – MP enquiries
 - 164 - Stage 1
 - 21 - Stage 2
- 73% Stage 1 cases closed within 25 working days
- 43% Stage 2 cases closed within 40 working days

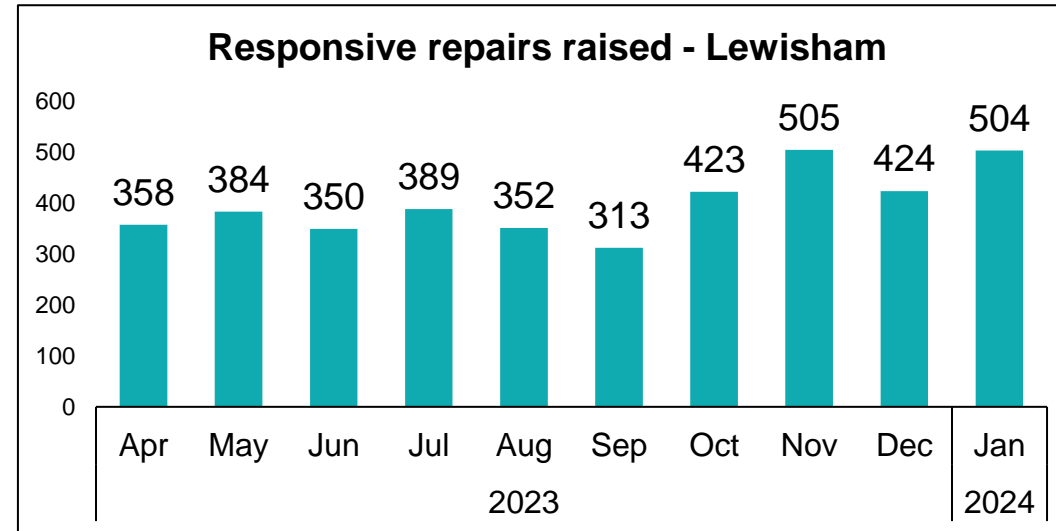
Damp and mould

- There have been a total of **551 cases of damp and mould** in Lewisham over the previous 12 months.
- There are currently **38 open cases** of damp and mould.
- Average **delivery time is 30 days**.



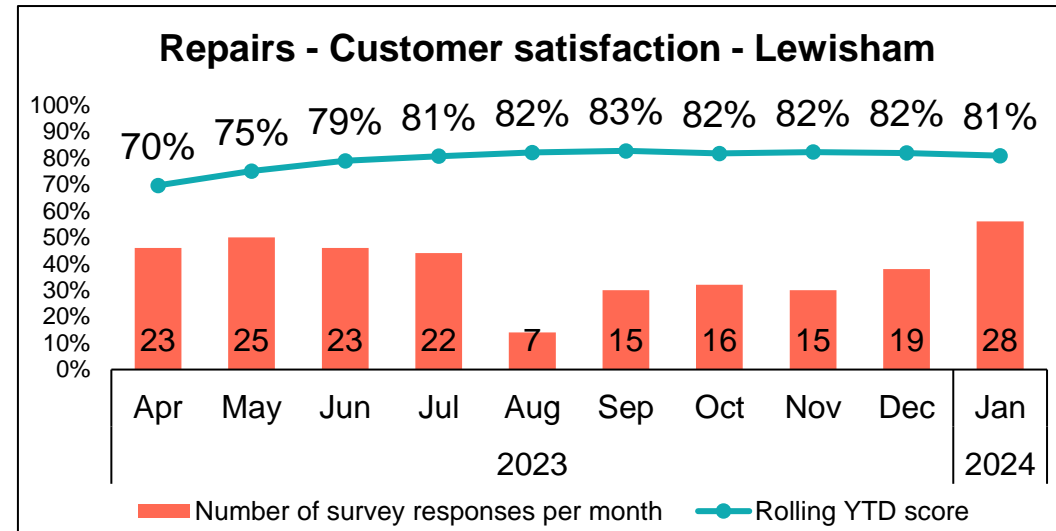
Repairs

- **4,000 responsive repairs** were raised by residents in Lewisham this financial year so far. There is a seasonal increase during the winter period. The repairs works were mostly plumbing, carpentry, and electrical related jobs.
- **Repairs were raised for 1,250 unique households**, 30% of which only required one repair. The remaining 70% had multiple repairs, although many of these will be follow-up works linked to the initial repair.
- **There are 226 open repairs** in the borough.
- Average delivery time is **15 days**.
- **We have had 21 legal disrepair cases in the last 12 months.** We have resolved 2 of these. They can take between 3-24 months to resolve, with the average between 12-15 months.



Repairs satisfaction

- The 2023/24 year-to-date **customer satisfaction with completed repairs for Lewisham is 81%**, which is slightly above the average score for Peabody as a whole (80%).
- Neighbouring borough Southwark also scored 81% satisfaction with responsive repairs, while Greenwich scored 84% here.

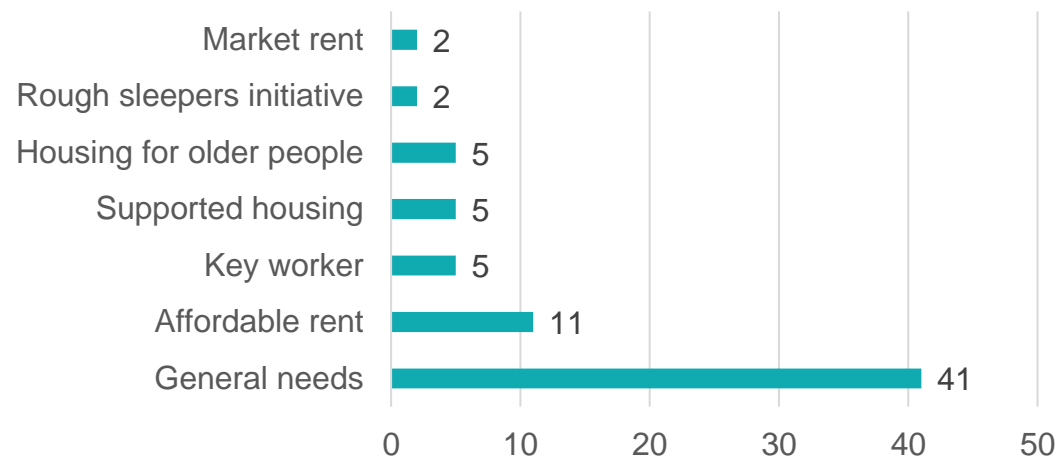


Empty homes

Empty homes

- **There are currently 69 empty homes in Lewisham:**
- Of these, only 24 homes are classed as empty long-term.
- On average, it takes 23 days to re-let an empty home in Lewisham.
- We currently have three empty homes undergoing works
- The most common reasons for empty homes were for residents being re-housed externally or residents sadly passing away.

Empty homes by tenure



Schedule 2, Ground 8 of the Housing Act 1988

Schedule 2, Ground 8 of the Housing Act 1988

Our policy stipulates:

Notice of Seeking Possession relying on Ground 8 can be used in conjunction with other grounds, but will only be used in the following circumstances:

- Where a customer owes at least eight weeks of arrears;
- Where a customer wilfully refuses to pay their arrears;
- Where the customer refuses to communicate and cooperate with us;
- Where arrears relate to a fraudulent Housing Benefit claim;
- Where a customer has a history of making significant payments to clear their arrears immediately prior to us taking legal action;

Furthermore, use of ground 8 will not be considered in the following circumstances:

- The customer is deemed to be vulnerable by the Collections Officer;
- The customer is cooperating with us to reduce their arrears;
- The customer has provided evidence to confirm they have submitted a Housing Benefit or Universal Credit claim and have provided the correct information as part of their claim;
- The rent arrears have been caused by a delay in processing the Housing Benefit or Universal Credit claim

New homes



Peabody developments in Lewisham



Amersham Vale

96 homes at the site of the former Deptford Green School, including 15 for shared ownership.

- Completed in 2022.



Sydenham Groves

A development of 33 homes and a commercial ground floor unit. Including flats and townhouses.

- Completed in 2023.



Parkside (Phases 5/6)

These phases of the regeneration will deliver 443 new homes, including 119 for affordable rent and the linear park.

- Due to complete in 2024.



Frankham Street

Regeneration project in partnership with the Council to deliver 209 homes, including 117 London Affordable Rent.

- Due to complete in 2024/5



Sun Wharf

A joint venture with Bellway delivering 221 homes in Deptford Creek.

- Expected to commence in 2024.



Deptford Landings

Three seven story buildings providing 189 homes of which 69% are affordable.

- Handovers forecast in 2026.

Building safety



Building safety in Lewisham

We take the safety of our residents seriously and are doing our best to ensure our buildings comply with all relevant regulations.

There are 11 buildings awaiting investigation in Lewisham, mostly focused in the Brockley area.

All buildings are scheduled for investigation in 2024 or 2025.

Nearer the time, we'll be writing to residents living in all of the blocks in the programme to let them know what the investigation involves and when we're due to start looking into their block.

Parkside

Scaffolding has been taken down at Block E with work nearly complete on the first buildings to be remediated. Work will shortly commence on Blocks G, D and F.

We hold fortnightly drop-in sessions for residents and post regular [updates online](#). The next session is 14 March, 12pm-2pm.



Communities work and economic inclusion



Communities work in Lewisham

01

Economic inclusion

Peabody work with Lewisham to support local business in accessing funding, opportunities and procurements across the borough. We also look to support grassroots organisations with their funding applications and deliver one-to-one employment support.

We support YouthBuild Ventures to deliver a construction skills programme and young peoples opportunity hub in Lewisham.

We sponsored the recent Lewisham Business Awards and deliver the South East London Business Forums.

Through our Childcare Initiatives programme, we are supporting the nursery provider on the Vanguard Estate, based in one of our community facilities.

02

Parkside Community Centre

Activities in the community centre include free weekly yoga classes, a weekly youth club with an external youth provider, coding classes for children, baby massage and sensory play and holiday time art and craft activities.

We also support resident led initiatives at the centre including kids story time and a book club. We have led on a series of special events including community markets, a free community meal serving 300 meals, summer fun days, a free massage and rest and rehabilitation day for women, herb box building day, and MacMillian coffee and cake sessions.

03

Community investment

We partner with Lewisham Local to provide connections to local organisations and grassroots projects.

We financially support Leander Hall based on the Vanguard estate. Recent community activities we held there include Bear Cubs, classes such as English, Tutoring, Parenting and Breastfeeding, Toddlers group, Caribbean group, Chair based exercises and sheltered Housing.

We're extending the holiday time art and crafts activities to the rest of Lewisham following the success at Parkside.

Thank you

Any questions?

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Lewisham Housing Select Committee

PRESENTATION FROM SOUTHERN HOUSING – THURSDAY 14
MARCH

CREATING
COMMUNITIES
TOGETHER

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- Damp and Mould
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- Social Housing (Regulation) Act 2023 on SHG's repairs services
- Schedule 2, Ground 8 of the Housing Act 1988



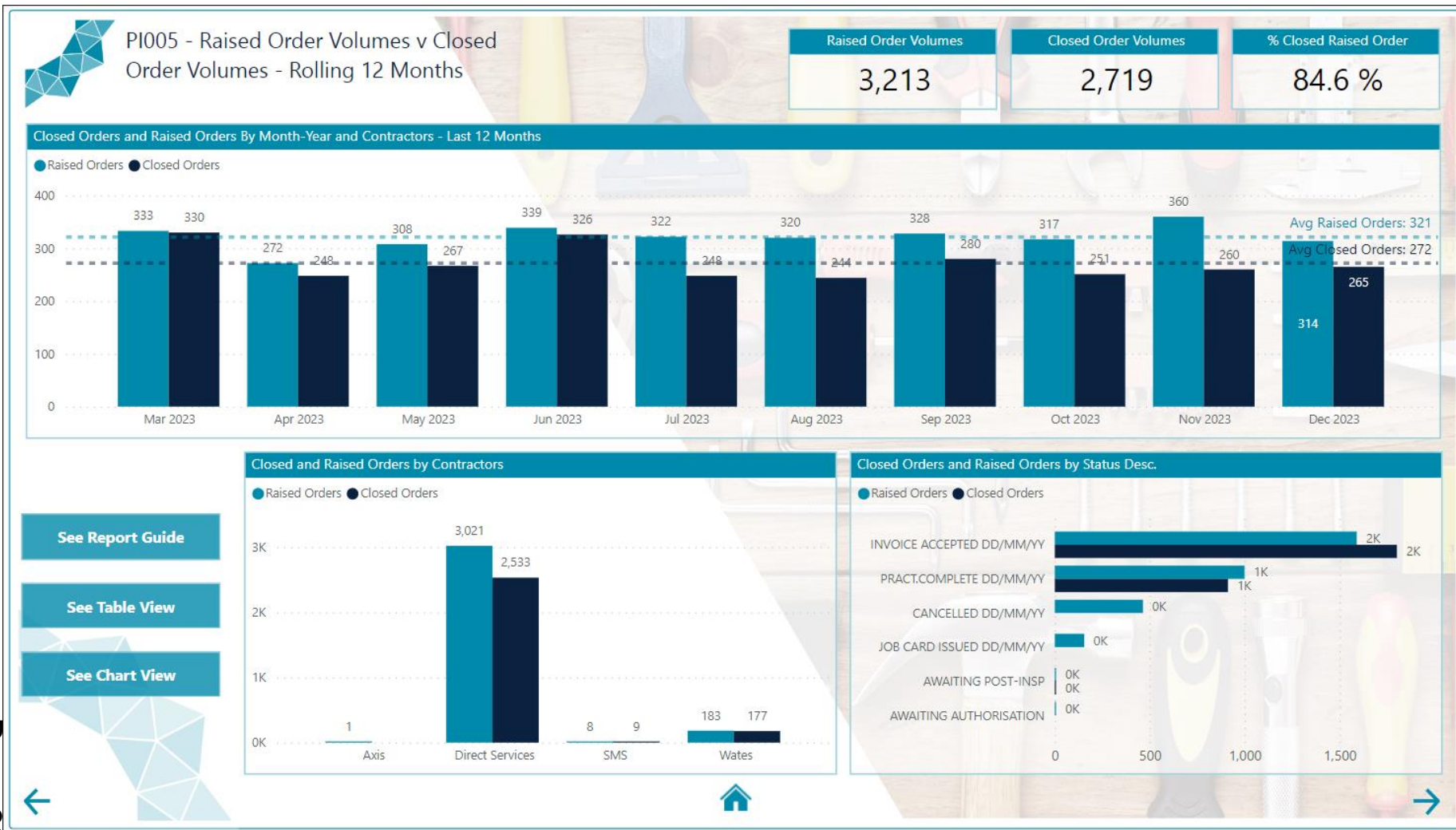
Southern Housing Homes



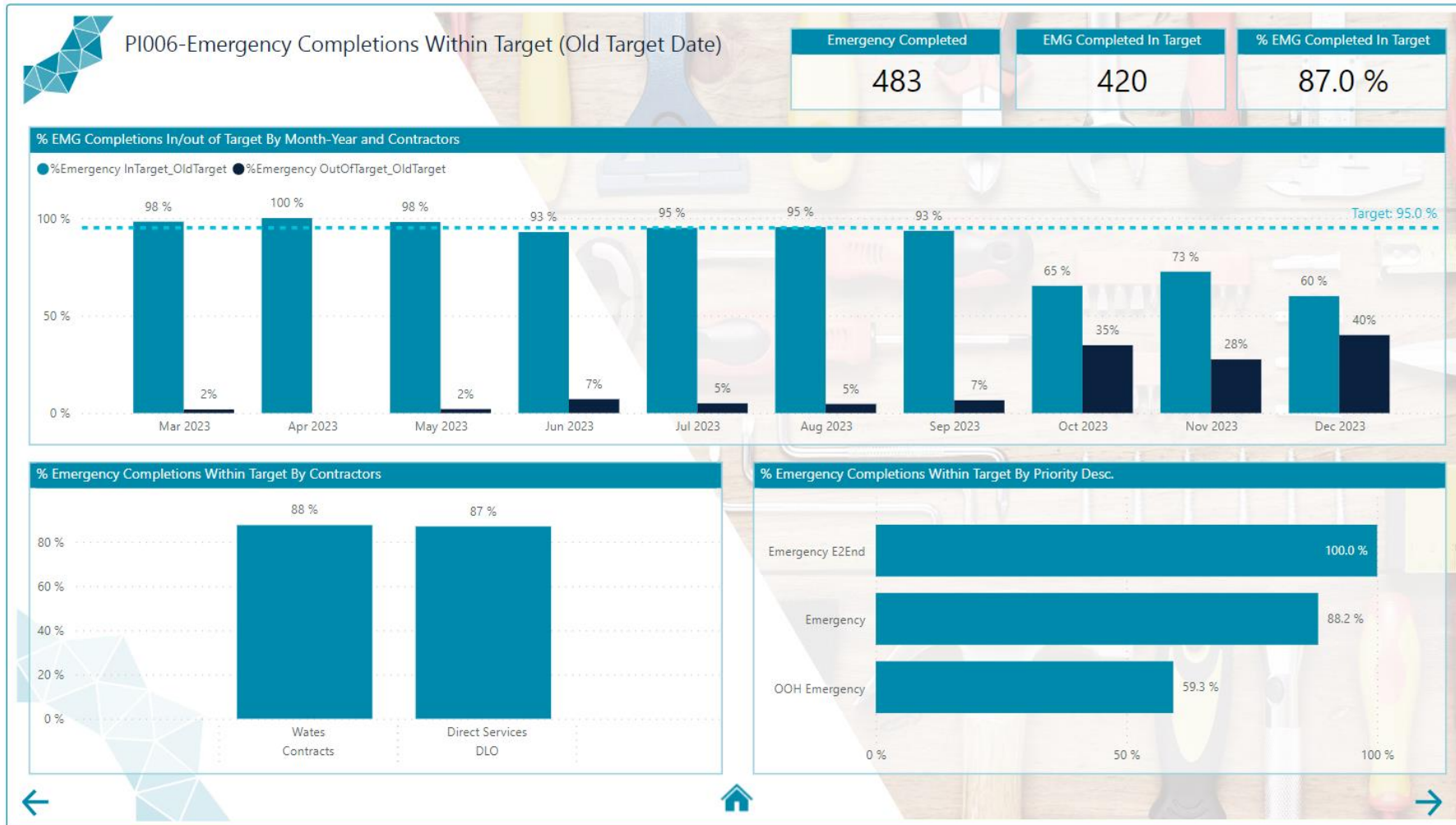
We have 1479 homes in the borough

- 285 Home Ownership
- 1153 General Needs
- 41 Key Worker homes
- In addition, we have 2 Independent Living Schemes providing 57 homes

Repair volumes (raised) remains slightly above rate of completed volumes across Lewisham area. Minimal repairs raised and completed across Axis, SMS Wates contractors within boundaries of Lewisham LA.



Emergency repair volumes completed within target have reduced in Q3 compared to relatively static performance in Q1 and Q2 in line with seasonal demands.



Across all repair types, repair volumes completed have remained static and above target throughout Q1 – Q3 with 48.1% repairs completed within the first 14 days.



Damp and Mould



Performance Information	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Reporting Movement	Directional Indicator
No. of open damp and mould legal disrepair cases	383	456	507	497	495	456	444	484	554	485	-69	↓
No. of closed damp and mould legal disrepair cases	191	200	286	315	337	387	408	412	423	545	122	↑
No. of open damp and mould complaint cases (FY23/24)	203	200	191	184	207	187	199	149	143	145	2	↑
No. of closed damp and mould complaint cases (FY 23/24)	579	623	666	711	735	790	842	938	977	1055	78	↑
No. of open damp and mould repair cases (FY23/24)	3532	3306	3168	2041	1948	1989	1943	2250	2372	2636	264	↑
No. of closed damp and mould repair cases (FY23/24)	4823	6174	7354	9310	10350	11167	12314	13707	14762	16147	1385	↑
No. of open CAT 1 damp and mould HHSRS actions (FY23/24)	76	72	49	49	49	43	39	36	36	41	5	↑
No. of open CAT 2 damp and mould HHSRS actions (FY23/24)	791	842	893	906	965	1029	1092	1083	1093	1147	54	↑

Volumes of cases reported increased in Q3 as expected due to seasonal demands.

Heightened publicity around damp and mould continue to contribute to increased repair volumes. These cases are now being managed in line with the new Southern Housing Standard Operating Procedure and monitored accordingly by the newly formed Damp and Mould team.



Voids



[Southern Housing Lettings Policy](#)

Current Voids performance across Southern Housing

- Relet time for General Needs homes – 46 days
- Relet time for Older Peoples Housing – 73 days

Lewisham Void performance

- Relet time for General Needs homes – 52 days
- Relet time for Older Peoples housing– No routine voids

Repairs are being completed in 40 days for the Lewisham voids.

Relationships are positive. Recent briefing on verifications of transfer applications has been positively received.





Social Housing (Regulation) Act 2023 on SHG's repairs services

The Act will strengthen the Regulator by giving it new enforcement powers, seeking to ensure it can effectively intervene when required. This is particularly the case in relation to the consumer standards in order to underpin the importance of these.

Southern Housing supports the extra oversight for the regulator and has an in-flight action plan to review our processes in readiness for the new legislation. This includes the whole leadership team to ensure better oversight across the organisation.



Schedule 2, Ground 8 of the Housing Act 1988

- We use Ground 8 or reserve the option to use it if there is no engagement from a resident and their arrears are above 8 weeks
- Our preferred route is to use discretionary grounds. Ground 8 has been used once in the past year - in our Sussex region