



## Housing Select Committee

### **Report title: Repairs Update from Housing Providers**

**Date:** 9 March 2023

**Key decision:** No

**Class:** Part 1

**Ward(s) affected:** All

**Contributors:** Nidhi Patil (Scrutiny Manager)

### **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.

## **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:

- *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. There are various social landlords in the borough and the Committee has invited five to its meeting on the 9<sup>th</sup> of March 2023 to provide an update on their repairs service.
- 4.3. The updates will cover several key issues such as- their repairs policy, details on the total number of tenants they have in Lewisham, information on the number of disrepair cases, their KPIs around providing efficient repair services, information on the complaints received by them regarding repairs and particular areas of concerns when it comes to repairs with a particular focus on 'Damp and Mould' 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. 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 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 direct climate change or environmental implications arising from the content of this report. However, there are considerable benefits to both residents and the environment through homes which are properly insulated, efficiently heated and free from drafts and other issues. Housing providers' repairs services seek to improve the performance of properties through timely repairs and the correction of issues which hinder this.
- 8.2. In February 2019 Lewisham Council declared a Climate Emergency and proposed a target to make the borough carbon neutral by 2030. An action plan to achieve this target was subsequently agreed by Mayor and Cabinet (following pre-decision

scrutiny by the Sustainable Development Select Committee)<sup>1</sup>. The plan incorporates all areas of the Council's work. The Committee should acknowledge and consider the climate change and environmental implications of any piece of work that it scrutinises, reviews or comments on.

## **9. Crime and disorder implications**

- 9.1. There are no direct crime and disorder implications arising from the content of this report.

## **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. Appendices**

- 11.1. Appendix A- Presentation from Clarion Housing Group  
11.2. Appendix B- Presentation from Hyde Housing  
11.3. Appendix C- Presentation from L&Q  
11.4. Appendix D- Presentation from Peabody  
11.5. Appendix E- Presentation from Southern Housing Group

## **12. Report author and contact**

- 12.1. If you have any questions about this report please contact the scrutiny manager:  
Nidhi Patil, 020 8314 7620, [Nidhi.Patil@lewisham.gov.uk](mailto:Nidhi.Patil@lewisham.gov.uk)

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<sup>1</sup> See <https://lewisham.gov.uk/TacklingTheClimateEmergency> for a summary of the Council's work in this area.