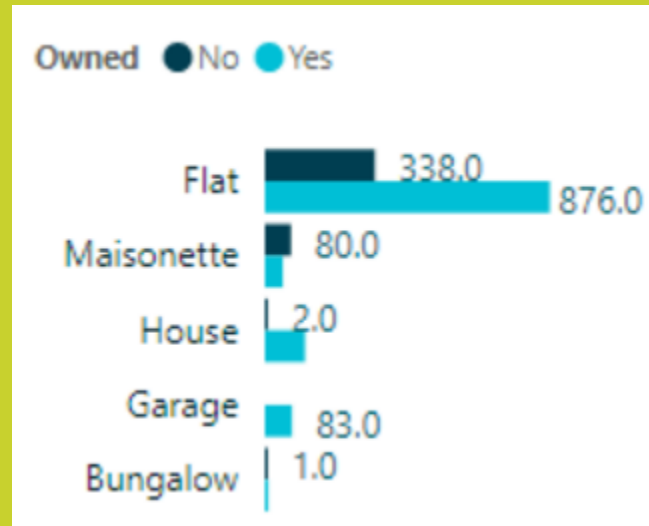


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Housing Select Committee, Lewisham Council -Repairs, Damp and Mould, and Building Safety

Ian Morrison
March 2023

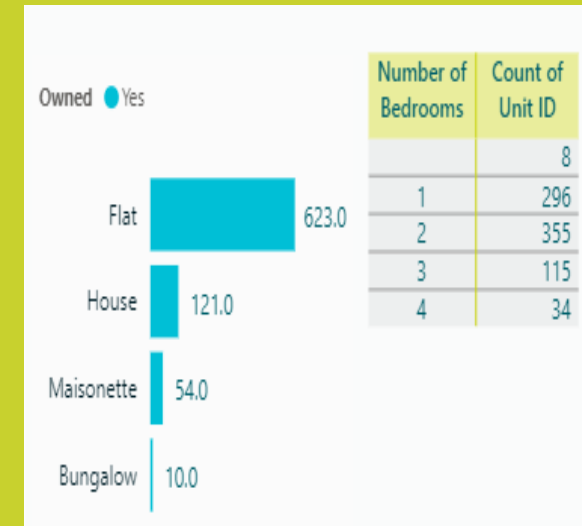
Our Housing Stock In Lewisham



1384- Dwelling stock all tenure types



Locations



Tenanted stock



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Repairs

- Direct delivery
- Local apprenticeships
- Dedicated Operations Director
- M&E specialist supply chain
- Heating repairs externally delivered

Responsive Repairs

| Repairs area | Target | Required | Completed | Lewisham % |
|---------------------------|--------|----------|-----------|------------|
| Emergency Repair Unit | 98.00% | 45 | 43 | 95.56% |
| Emergency Repair Communal | 98.00% | 11 | 10 | 90.91% |
| Routine Repair Unit | 95.00% | 98 | 73 | 74.49% |
| Routine Repair Communal | 95.00% | 27 | 18 | 66.67% |



Routine repairs KPI's affected by resourcing of Damp and Mould work

[Policy - Repairs and Maintenance Policy.pdf - All Documents \(sharepoint.com\)](#)



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Safety and Assurance

Lewisham stock compliance report

End of January 2023

| COMPLIANCE AREA | TARGET | % |
|------------------------|---------|---------|
| Asbestos | 95.00% | 100.00% |
| Fixed Wiring: Communal | 95.00% | 100.00% |
| Fixed Wiring: Dwelling | 95.00% | 93.18% |
| Fire Risk Assessment | 95.00% | 100.00% |
| Gas: Communal | 100.00% | 100.00% |
| Gas: Domestic | 100.00% | 99.30% |
| Passenger Lifts: LOLER | 95.00% | 100.00% |
| Water Risk Assessment | 95.00% | 100.00% |

- What do we do when things go wrong?
- The importance of learning from mistakes.



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Complaints



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Leaks, Condensation,
Damp & Mould



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Overview

- We have been actively improving our approach to tackling leaks, condensation, damp and mould (LCDM) since the summer 2021.
- We've made a number of improvements including how we train our people, the equipment we provide them and the property interventions we make.
- We have invested more resource into managing LCDM.
- We have a new LCDM policy that is ready to publish.

Our five proactive areas of focus



Training and equipment

To have a fully equipped workforce, able to spot and direct property interventions



Process and consistency

To have an efficient organisational wide approach to managing LCDM.



Resident and stakeholder communications

To have a robust and supportive network of help aimed at giving all residents the advice they need to manage LCDM.



Data and technology

To use data insight to allow us to analyse, track and report on various LCDM and Disrepair reports.



Investment priorities

To have an investment programme that proactively reduces future LCDM cases.

Sample property interventions



Mould Eradication Kit we're piloting Mould Eradication Kits, to residents to help with early signs of LCDM in their home, alongside support from us

Support Packs We're looking at providing a range of helpful materials - which can sometimes be costly for people on low-incomes - for residents when they've just moved into their home or if required as part of a wider property intervention

MOT Pilot visiting homes with historic LCDM repairs.

Smart Tech We're investing in [Switchee](#) devices which we can install in our homes, these will help monitor the mould and condensation in the residents' property.

Industry response Alongside what we're already looking at, we know companies are actively trying to develop innovative solutions to this challenge. We'll partner with people with promising tools, test them and roll them out if they make a difference.

Sample customer interventions

Resident Focus Groups

We will be holding resident focus groups for residents that have recently been affected by CDM to understand their perception of the process and identify improvements

Resident Videos

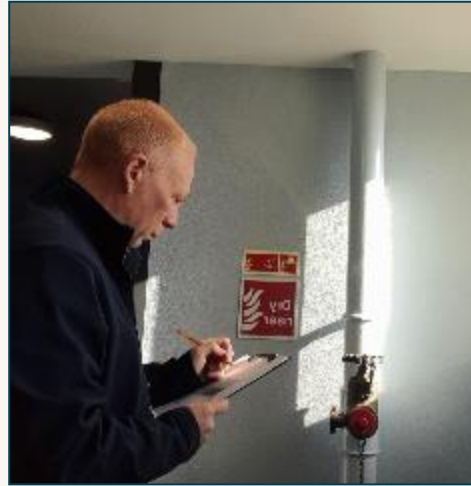
We're creating two more resident videos, one with a deeper dive on how to potentially repair/report a CDM issue and the other to highlight from a residents' perspective on how serious this can get and what we can do to help. [V4_CDM_Clarion Housing.mp4 \(vimeo.com\)](#)

Resident letter

We have written to all our residents to make them aware of how during colder months there is a higher risk of LCDM. Along with this, we have provided a leaflet to let residents know what support there is available to them should they notice LCDM in their home, with some tips on how to minimise/prevent LCDM.

Building Safety





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High Risk Buildings (HRB's) in Lewisham

| Site Address | Postcode | Building Safety Manager |
|--|----------|-------------------------|
| 1-44 Leybridge Court, Eltham Road | SE12 8TH | Mark Reed |
| 45-88 Leybridge Court, Eltham Road | SE12 8TJ | Mark Reed |
| 89-132 Leybridge Court, Eltham Road | SE12 8TQ | Mark Reed |
| Astral House, 335 - 337 Bromley Road | SE6 2RP | Mark Reed |
| Merridale, 127 Carston Close | SE12 8TG | Mark Reed |
| Orchard Court 35 Bell Green, Sydenham | SE26 4EJ | Alozie Ohuonu |



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Works in HRBs

Orchard Court – Installation of Sprinkler System. Works started Dec 2022. Estimated completion of works by Summer 2023.



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Fixing Cladding

St. Peters Gardens, Ladywell

Cladding due to be replaced by original developer, starting Apr 2023, expected completion Sep 2023.





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Fire Doors Checking

Since 23 January, 2023 we have in place:

- A fire door inspection programme for all buildings over 11m in height
- Established a programme of Annual inspection of all FEDs
- Quarterly inspection of all communal fire doors





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Fire Regulations

- All External Wall System information sent across to Fire Rescue service
- Floor Plans marked up and regular checks of essential fire safety equipment
- Established programme of installation of way finding signage
- Secure Information Boxes in all HRBs installed



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Resident Engagement in Building Safety

Fire door safety.



Building Safety
at Wilmer House



Your guide to help keep you safe



This booklet contains important
information, please keep it in a safe
place so you can refer to it in the future.



2023 programme

- 6 Cladding projects
- Information on fire doors updated on website since 23 January 2023.
- Fire door and safety instructions booklet delivered to over 60,000 households between January and October 2023
- Consult on and deliver resident engagement strategy to Higher Risk Blocks (above 18m)



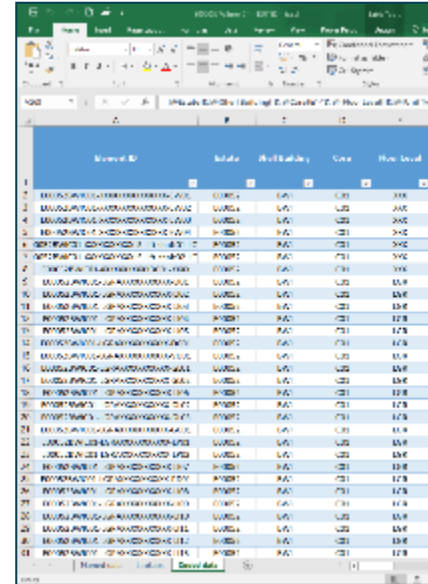
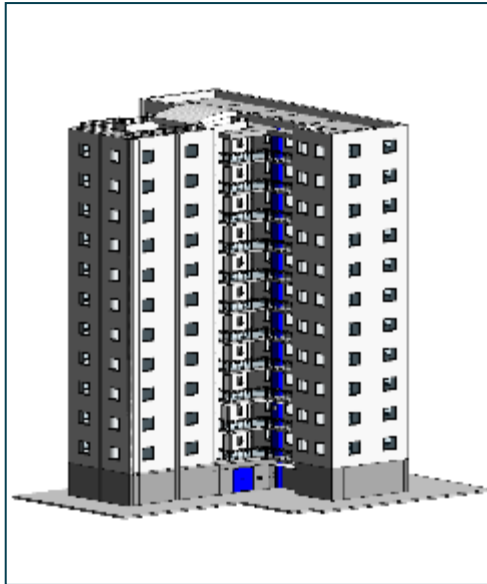
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Building Safety Programme

- Preparation of Safety Case files for all HRBs- Early Adopter for Building Safety Regulator
- Creation of the Golden Thread of information
- National programme of External Wall System investigation- 270 buildings undertaken
- Remediation of buildings by developers- 28 onsite, 70 completed
- 7 sites undertaken with Building Safety Fund- all completed
- Building Safety Managers in place across all HRBs

Golden Thread

The information and steps to make a building safe



A screenshot of a software interface displaying a data table. The table has columns for 'Module ID', 'Module', 'Availability', 'Type', and 'Risk Level'. The data is organized into rows, with some rows highlighted in blue.

| Module ID | Module | Availability | Type | Risk Level |
|-----------|--------|--------------|------|------------|
| 1 | ... | ... | ... | ... |
| 2 | ... | ... | ... | ... |
| 3 | ... | ... | ... | ... |
| 4 | ... | ... | ... | ... |
| 5 | ... | ... | ... | ... |
| 6 | ... | ... | ... | ... |
| 7 | ... | ... | ... | ... |
| 8 | ... | ... | ... | ... |
| 9 | ... | ... | ... | ... |
| 10 | ... | ... | ... | ... |
| 11 | ... | ... | ... | ... |
| 12 | ... | ... | ... | ... |
| 13 | ... | ... | ... | ... |
| 14 | ... | ... | ... | ... |
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| 45 | ... | ... | ... | ... |
| 46 | ... | ... | ... | ... |
| 47 | ... | ... | ... | ... |
| 48 | ... | ... | ... | ... |
| 49 | ... | ... | ... | ... |
| 50 | ... | ... | ... | ... |

