



# Lewisham Housing Select Committee

PRESENTATION FROM SOUTHERN HOUSING – THURSDAY 9  
MARCH 2023

CREATING  
COMMUNITIES  
**TOGETHER**

# Southern Housing Homes



## We have 1479 homes in the borough

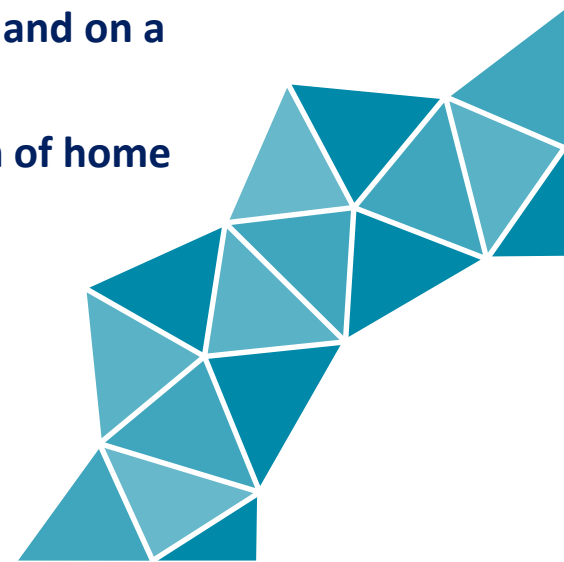
- 285 Home Ownership
- 1153 General Needs
- 41 Keyworker homes
- In addition we have 2 Independent Living Schemes providing 57 homes



## Overview of Repair Service

[Link to Southern Housing Repairs Policy - SH Responsive Repairs Policy.docx](#)

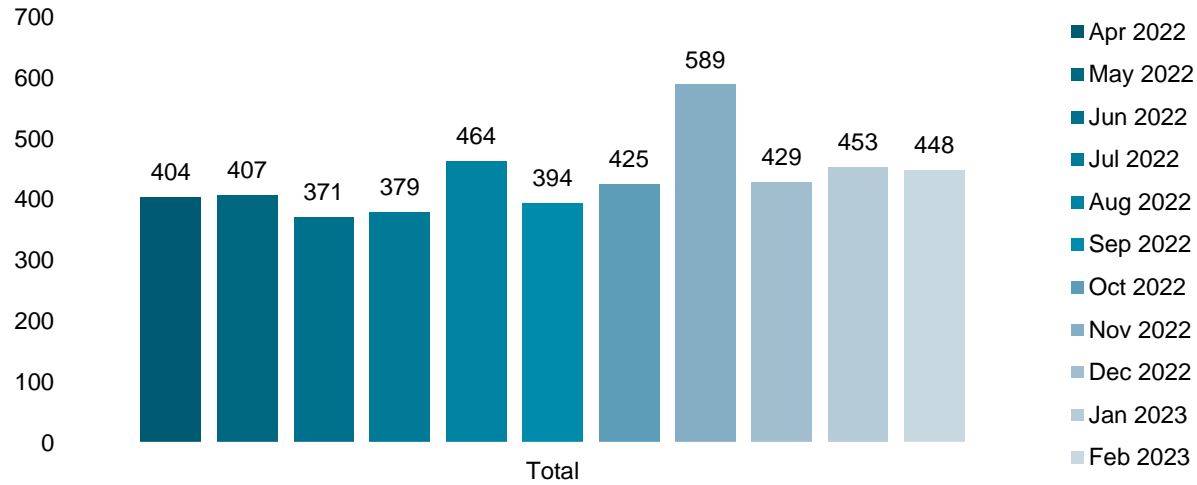
- Our aim is to provide a reliable repairs service that keeps residents safe, secure and warm in their homes
- Residents can access the service by phone, text, email, webchat, online account, letter or by direct contact with our operational teams
- The service is carried out by a combination of in-house and external partnered resources
- We aspire to attend and make safe all emergencies within six hours
- Our focus for non-emergencies is as quickly as possible and on a right first-time basis
- Quality assurance is maintained through a combination of home visits & telephone surveys



# Repairs cases



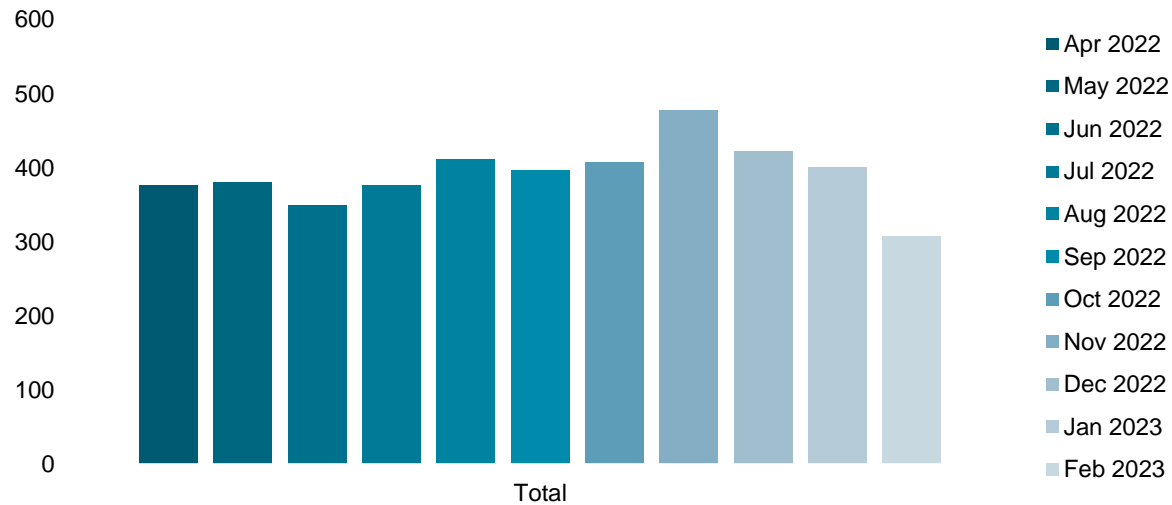
Volume of repairs raised



Total volume of reported repairs – 4763

Total volume of completed repairs - 4305

Volume of Repairs Completed



# Challenges



## Deslandes Please

- **This is a 33 mixed tenure scheme in Lewisham East.**
- **Queries about fire remediation works and future remedial works**
- **Lift breakdowns**
- **Overheating in the building**
- **Fly tipping**
- **Fire safety: Further cladding work likely but await PAS 9980 assessment.**
- **Action Plan**
- **To improve communication**
- **Arrange regular residents' meetings**

## Norfolk House

- **This is a Shared Ownership block.**
- **We manage 58 homes.**
- **Leaks in the pipework due to corrosion. We're representing our leaseholders about this issue directly with Galliard – the developer. Some works done, but not yet complete**
- **Challenges about the costs of service charges**
- **Awaiting remedial works**
- **Fire safety cladding works needed. PAS 9980 assessment undertaken. In discussion with developer.**

**There are 24 ongoing legal disrepair claims in the borough.**

- **12 relate to damp and mould**

# Complaints 2022/2023



- 101 Complaints
- 43 MP enquiries
- 3 Housing Ombudsman investigations

The themes vary but are predominantly around:

- Requesting a move/overcrowding
- Condition of home/repairs
- Anti Social Behaviour
- Stock investment

# Support for our Residents



- **Specialist Financial Inclusion Team**
  - Supported Lewisham residents to increase their income by £120K last financial year
  - Approximately £60K this year
- **Support Grants and local initiatives available for residents**
- **Specialist Tenancy Sustainment Team**
- **Effective working with the Borough around ASB**