



**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.

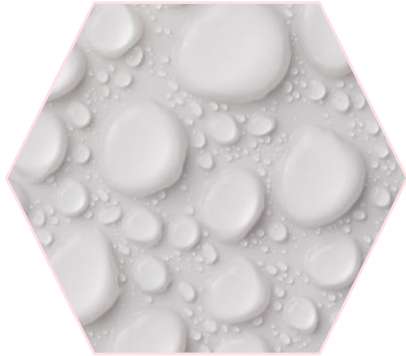


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- Operational shift within the Lewisham void service being delivered by an internally resourced team rather than reliance on third party contractors
- Dedicated Resident Liaison Officers providing singular points of contact for our residents with repairs 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
- 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



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“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

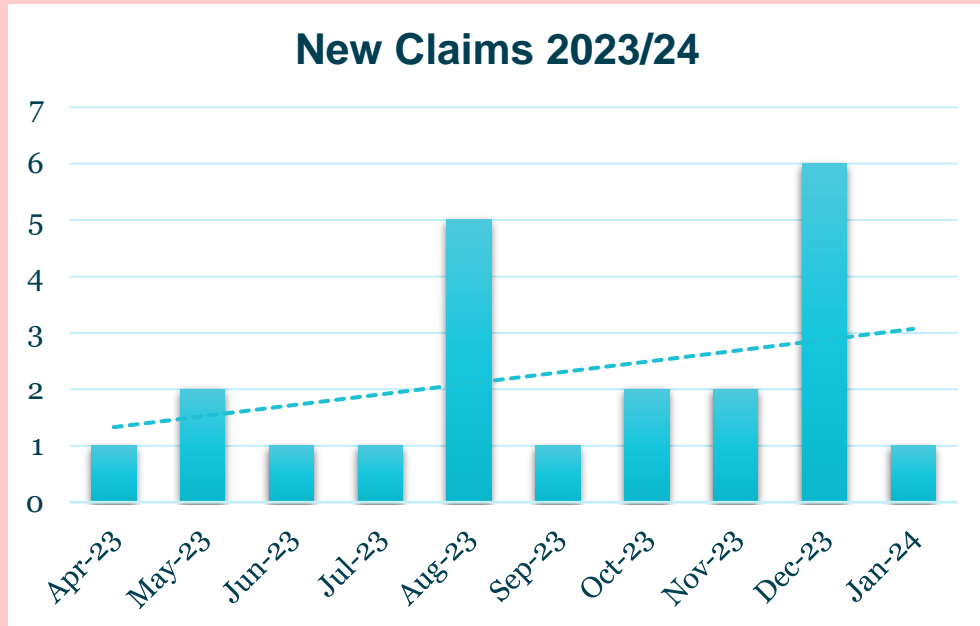


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Disrepair

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



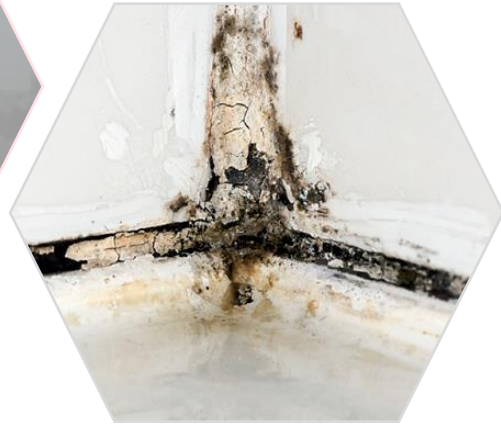
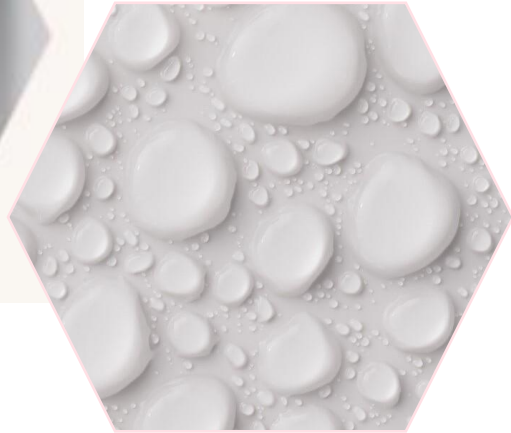
What are we doing?

- 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



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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.

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

Initial report



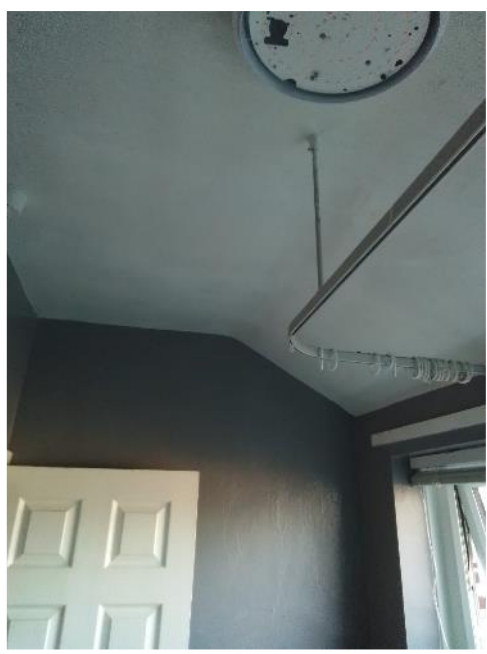
Initial attendance



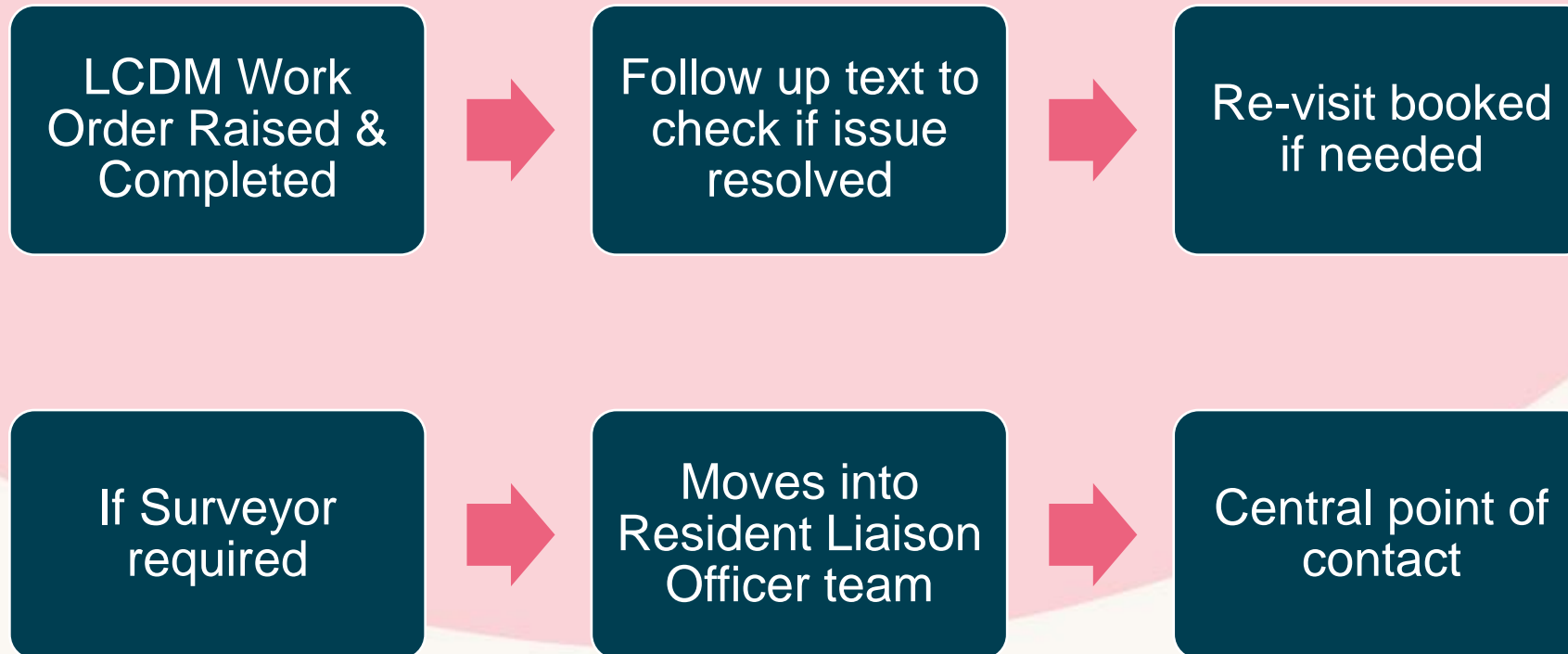
Further investigation



Surveyor visit



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



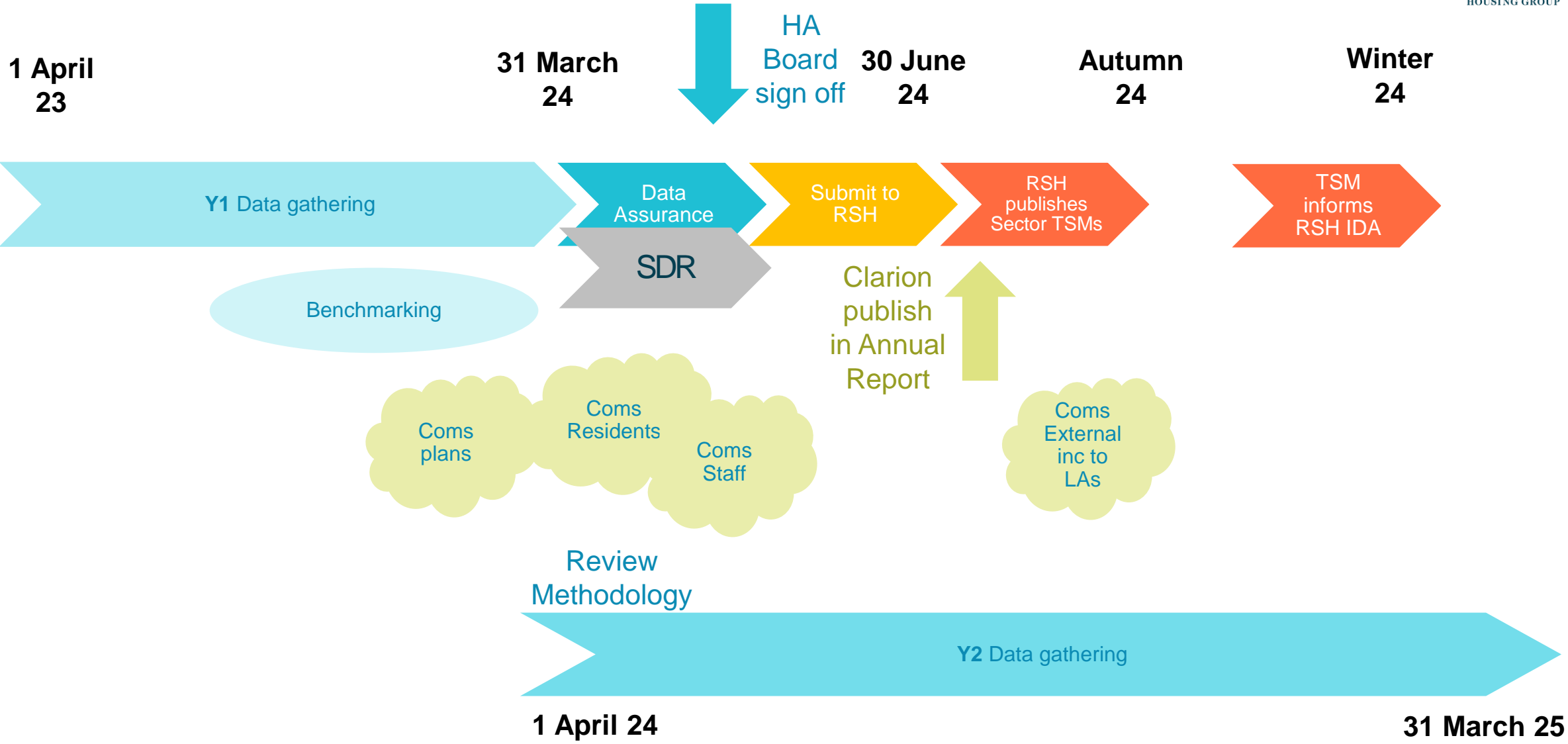
- Used rarely (1 case during the last year across South London)
- Proportionality checks carried out and not used if tenant has any vulnerability
- Can only be approved at Director level
- Work underway to strengthen working relationships between Clarion and Lewisham to increase homelessness reduction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

