



Hyde

Lewisham Housing Select Committee

March 2024



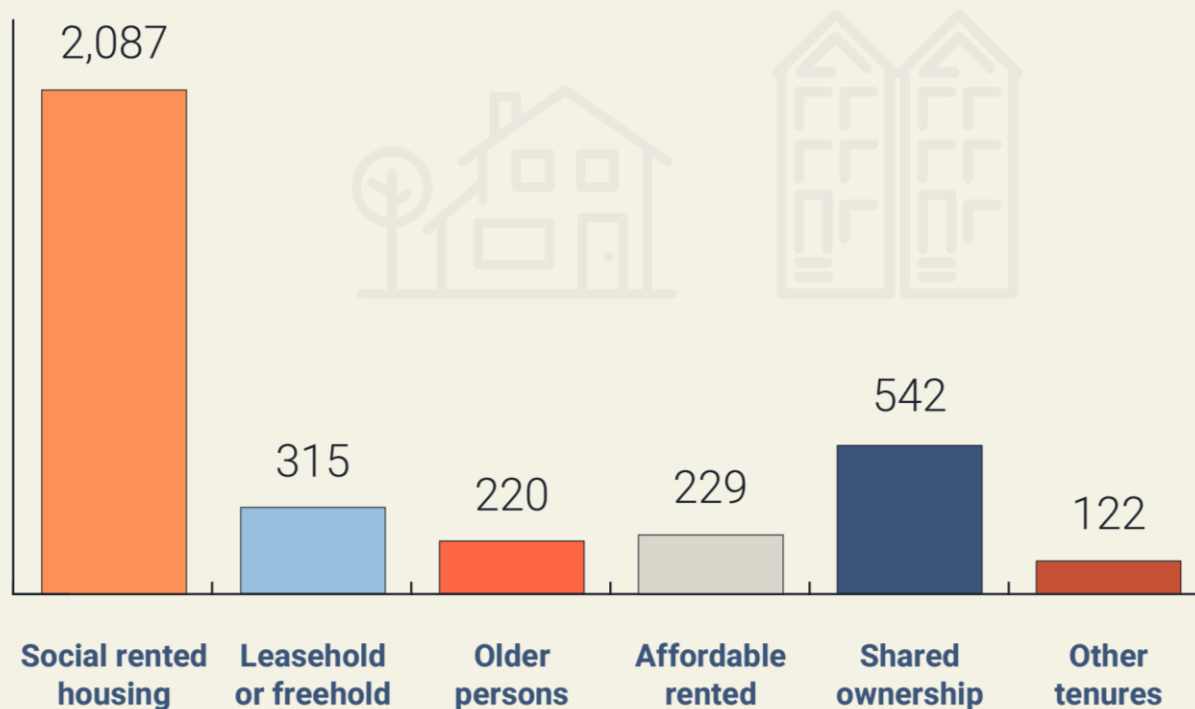
Hyde in Lewisham

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
completed in target

of appointments
attended on time

Customer satisfaction with repairs this year
in Lewisham is 70%.



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.

