

L&Q : Borough of Lewisham

14th March 2024

L&Q



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Head of Direct Maintenance – South Region

L&Q

L&Q Repairs Service

- We operate a reactive repair service covering all types of work
- Most repair requests relate to everyday repairs such as plumbing and electrical issues, these are managed by our internal Direct Maintenance team
- In Lewisham our Direct Maintenance team consists of 50 operatives, supported by a Maintenance Team Manager, Supervisors and back office work planners and administrative staff
- Our internal team is supplemented by external contractors
- We have assigned gas heating contractors, lift engineers, door entry system contractors and other specialists
- We operate a specialist internal team managing damp and mould enquiries, working with a specialist contractor, Zap Carbon

New Changes to the way we work in Direct Maintenance

L&Q have made changes over the last 6 months to continue to improve the service to our customers.

We have developed a new Minor Works team that will focus on complex jobs that require more than 1 trade or 1 day to carry out a job for our customers.

We have developed an independent team of Surveyors that will provide an inspection and management service for any complex work being reported by customers, they will then triage and allocate that work to the Direct Maintenance team or Minor or Major Works teams.

We are also developing a Working at Heights team that will specialise in all roofing and associated work, such as guttering, this will allow us to develop cyclical work programmes and a swifter response to roofing repairs.

2023-2024

Repairs cases and Statistics

L&Q Repairs

Between Feb 2023 –January 2024 in Lewisham 31,496 repairs were raised. From these, 3,273 repairs were outstanding at 1st February 2024

Across L&Q 392,929 repair orders were raised (all repairs except void property refurbishment works). Overall, from these 45,277 repairs are outstanding at 1st February 2024

The 2023-2024 Maintenance Services Reactive Budget (excluding voids) is £53m and £75m, including voids work.



Repairs Completion times



- Repairs classed as 'routine' are completed on average, within 15.48 days in Lewisham, the target is 20 days
- 'Emergency' repairs have a 24hr target for completion. In Lewisham this is 1.68 days
- 'Urgent' repairs have a five day target and in Lewisham these are completed at 2.71 days

Performance Data –Turnaround times

(Working Days)

| Month/Year | L&Q Emergency (within 24 hours) | Lewisham Emergency (within 24 hours) | L&Q Urgent (within 5 working days) | Lewisham Urgent (within 5 working days) | L&Q Routine (within 20 working days) | Lewisham Routine (within 20 working days) | L&Q Average working days to complete | Lewisham Average working days to complete |
|----------------|---------------------------------|--------------------------------------|------------------------------------|---|--------------------------------------|---|--------------------------------------|---|
| Feb-23 | 1.50 | 1.34 | 2.88 | 1.64 | 3.95 | 4.31 | 2.77 | 2.76 |
| Mar-23 | 1.90 | 1.44 | 4.35 | 3.03 | 9.43 | 8.75 | 6.36 | 5.88 |
| Apr-23 | 2.12 | 1.64 | 5.39 | 2.81 | 12.76 | 11.72 | 8.63 | 7.54 |
| May-23 | 2.25 | 1.65 | 5.51 | 2.27 | 14.68 | 13.65 | 10.00 | 9.09 |
| Jun-23 | 2.43 | 1.76 | 6.28 | 3.02 | 17.69 | 16.21 | 12.18 | 11.32 |
| Jul-23 | 2.22 | 1.71 | 5.76 | 3.61 | 19.45 | 17.80 | 12.88 | 11.95 |
| Aug-23 | 2.37 | 1.64 | 4.56 | 2.83 | 19.95 | 17.52 | 13.59 | 12.00 |
| Sep-23 | 2.23 | 1.59 | 4.34 | 3.45 | 20.77 | 19.01 | 13.25 | 12.27 |
| Oct-23 | 2.39 | 2.05 | 3.18 | 2.03 | 19.56 | 18.93 | 11.91 | 11.13 |
| Nov-23 | 2.28 | 1.70 | 3.19 | 1.57 | 18.50 | 15.76 | 10.47 | 8.76 |
| Dec-23 | 2.13 | 1.55 | 3.83 | 2.25 | 18.75 | 16.64 | 9.85 | 8.16 |
| Jan-24 | 2.24 | 2.07 | 4.90 | 4.97 | 24.86 | 24.47 | 12.86 | 12.44 |
| Average | 2.17 | 1.68 | 4.35 | 2.71 | 17.01 | 15.48 | 10.51 | 9.51 |

Customer Satisfaction survey Results

Feb 23- Jan 24

This data is from a combination of a third party and inhouse survey of residents who have had repairs completed.

7094 responses were received for L&Q

669 responses were received for Lewisham

| Feb23 - Jan24 | L&Q | Lewisham |
|---|-------|----------|
| Satisfaction with the repairs service on this occasion | 73.8% | 79.2% |
| Satisfaction with quality of repair work | 76.0% | 80.5% |
| Ease of dealing with L&Q | 62.2% | 67.0% |
| Appointment kept | 85.4% | 88.6% |

Complaints

Complaints – Repairs and Maintenance

| Month/Year | Lewisham | All L&Q |
|---------------|----------|---------|
| Feb-23 | 92 | 1,246 |
| Mar-23 | 139 | 1,314 |
| Apr-23 | 90 | 1,011 |
| May-23 | 86 | 962 |
| Jun-23 | 112 | 952 |
| Jul-23 | 96 | 986 |
| Aug-23 | 82 | 872 |
| Sep-23 | 77 | 758 |
| Oct-23 | 112 | 1,017 |
| Nov-23 | 137 | 1,284 |
| Dec-23 | 111 | 1,016 |
| Jan-24 | 128 | 1,206 |
| Total | 1,262 | 12,624 |

Stakeholder Enquiries

Councillor and MP enquiries for LB Lewisham

| Number of Enquiries Feb 23 – Jan 24 | |
|-------------------------------------|--|
| 180 enquiries raised | |
| 164 enquiries resolved | |
| 16 enquiries currently open | |

| Resolution times | |
|--|----------|
| Quickest Resolution time | 1 day |
| Longest resolution time | 240 days |
| The Medium resolution time (working days) | 13 days |

| Enquiry by Type | |
|--------------------------------------|----|
| Direct Maintenance | 59 |
| Housing Management | 54 |
| Building Services | 6 |
| Care & Support | 2 |
| Customer Accounts | 2 |
| Customer Contact Centre | 4 |
| Lettings/Rehousing | 26 |
| Programmed Management | 3 |
| Private Rented Sector | 1 |
| Sales & Marketing | 1 |
| Healthy Homes & Disrepair | 10 |
| Insurance | 1 |

Disrepair

Disrepair cases

Feb 23 – Jan 24

| Disrepair cases in L&Q | Feb 23 -Jan 24 |
|------------------------|----------------|
| Active Cases | 1005 |
| New Cases | 73 |
| Closed cases | 92 |

| Disrepair cases in Lewisham | Feb 23 -Jan 24 |
|-----------------------------|----------------|
| Active Cases | 105 |
| New Cases | 9 |
| Closed cases | 14 |

Healthy Homes

Damp and Mould

Damp and Mould

In April 2020 L&Q introduced the Healthy Homes Programme to provide a comprehensive and proactive response to dealing with damp and mould. This programme continues with success.

Through this programme a Healthy Homes Performance Certificate (HHPC) assessment is completed on properties visited.

Clean and Shielding takes place in nearly all properties visited.



Damp and Mould

Data from Feb 23 – Jan 24

| Damp & Mould cases in Lewisham | Feb 23- Jan 24 |
|---|-----------------------|
| Number raised | 1131 |
| Number closed | 1095 |
| Number of cases outstanding | 34 |

| New cases raised in Lewisham | Feb 24 - current |
|-------------------------------------|-------------------------|
| Total raised | 54 |
| Number closed | 16 |
| Number of cases outstanding | 38 |

Fire Safety

Fire Safety

Above 18 metre blocks or seven storey

14 blocks in Lewisham are now registered by L&Q from October 2023 with the new Building Safety Regulator where we are the Principle Accountable Person (PAP).

We have no major concerns on such blocks but will carry out PAS 9980 assessments as part of their Building Safety Cases.

In addition to this, L&Q hold the following stock:

1 Right To Manage block

4 Privately Managed blocks

Above 5 are being checked to establish if L&Q have any form of responsibility making us an Accountable Person (AP) where others are the PAP.

Under 18 metre, six storey or less

Of the 79 blocks L&Q have intrusively inspected to date:

8 have had works identified, but not yet started

5 have had fire safety works completed in the past 4 years

To date, 15 will require a PAS 9980 assessment to establish any further works, these have already been instructed and we either wait the report or the inspection.

32 have been identified as not needing any fire safety remediation works

No blocks in the Under 18 metre category have waking watch or temporary alarms in place

In addition to the above, 79 blocks have been desk-top assessed and identified as needing no further EWS inspections at this stage, but will continue on the FRA route only

A further 23 blocks are being desk-top assessed further and will have an EWS inspection if determined to be necessary

Challenges

Repairs challenges



Booth Court – Thurston Point
Remains a challenge. There are difficulties with the roof and L&Q continue to work with the Managing agent, Housing and Major works teams to resolve it.



Vian Street – There has been an ongoing issue with the external rainwater systems and we are currently working with the managing Agents to reach a resolution on how to take the work forward to completion.

Operational Challenges

Staff retention

- Staff retention remains challenging due to market competition and shortage of skilled labour.
- To mitigate this there are continued efforts to increase internal productivity through service improvement projects, including potential recruitment of Apprentices.

Sub-contractor capacity

- Externally for some trades, such as roofing, demands continue to exceed supply of suitable contractors that will work to L&Q's health and safety standards.
- Procurement of additional roofing and other contractors continues.

Rent arrears

Use of Schedule 2, Ground 8 in rent arrears cases

Question:

We have been asked to comment on the use of the above grounds when dealing with arrears cases of L&Q tenants.

Answer:

Ground 8 for General Needs is very rarely used and only in exceptional circumstances i.e. extreme arrears or if there is evidence of subletting and no previous legal action has commenced.

We routinely use Grounds 8, 10 & 11 for Private Rented Sector, Intermediate Market Rented and London Living Rents.

Voids update

Voids

L&Q has a target for void management based around void loss the current target is 2% and we are currently achieving 1.23%

We have recently merged the voids and letting to team to create a key- to- key service. This will be a customer centric service and will allow our new incoming tenants

As a service we are about to embark on a full and open tender process to increase out contractor supply chain and in turn continue to develop the service to be one of excellence in the sector.

Policy Update

Policy

- An overview of the impact of the Social Housing (Regulation) Act 2023 on L&Q's repairs services

The Social Housing Regulation Act forms a new era of regulation for the social housing sector, aiming to give tenants greater powers and improve access to quick and fair solutions to problems.

Our five-year strategy, Future Shape, marks a new chapter in our history. It sets out our approach to put our residents at the heart of L&Q, consolidate our financial strength, and lay the foundations for us to tackle some of the biggest issues our sector has ever faced. This strategy will drive our teams to make a positive contribution to individual lives,

In response to this and as an example of the work we are doing, L&Q have set up a Direct Maintenance team of Customer Liaison officers to deal only with Repairs complaints allowing us to manage them more effectively and provide a swifter resolution for our residents. It provides focus across the teams within Direct Maintenance to ensure that we can resolve the problems that are brought to us by our residents and stakeholders.

Policy (Con't)

How L&Q is preparing for the new regulatory standards that come into force in April 2024.

These new 'consumer regulations' that come into effect in April, will see a move to more proactive regulation, requiring us to positively prove we comply. In this way, our sector is catching up with education and the NHS where they measure across customer experience and service quality, and the changes will bring us closer to local government in terms of the transparency expected.

Lots of work has been done to gauge how ready L&Q is for the new approach, and across the business we have been running crucial 'readiness review' sessions, these have been used to develop L&Qs response to the new standards.

From those sessions we've undertaken a detailed readiness review and identified roughly 80% readiness with 20% of new requirements needing action. The actions are being incorporated into RTB plans and two potential change projects have been identified.

This will of course be an ongoing project and workstream which will be reported to L&Q Executive and shared with Stakeholders as we move forward with the project.

L&Q