



Lewisham Housing Select Committee

PRESENTATION FROM SOUTHERN HOUSING – THURSDAY 14
MARCH

CREATING
COMMUNITIES
TOGETHER

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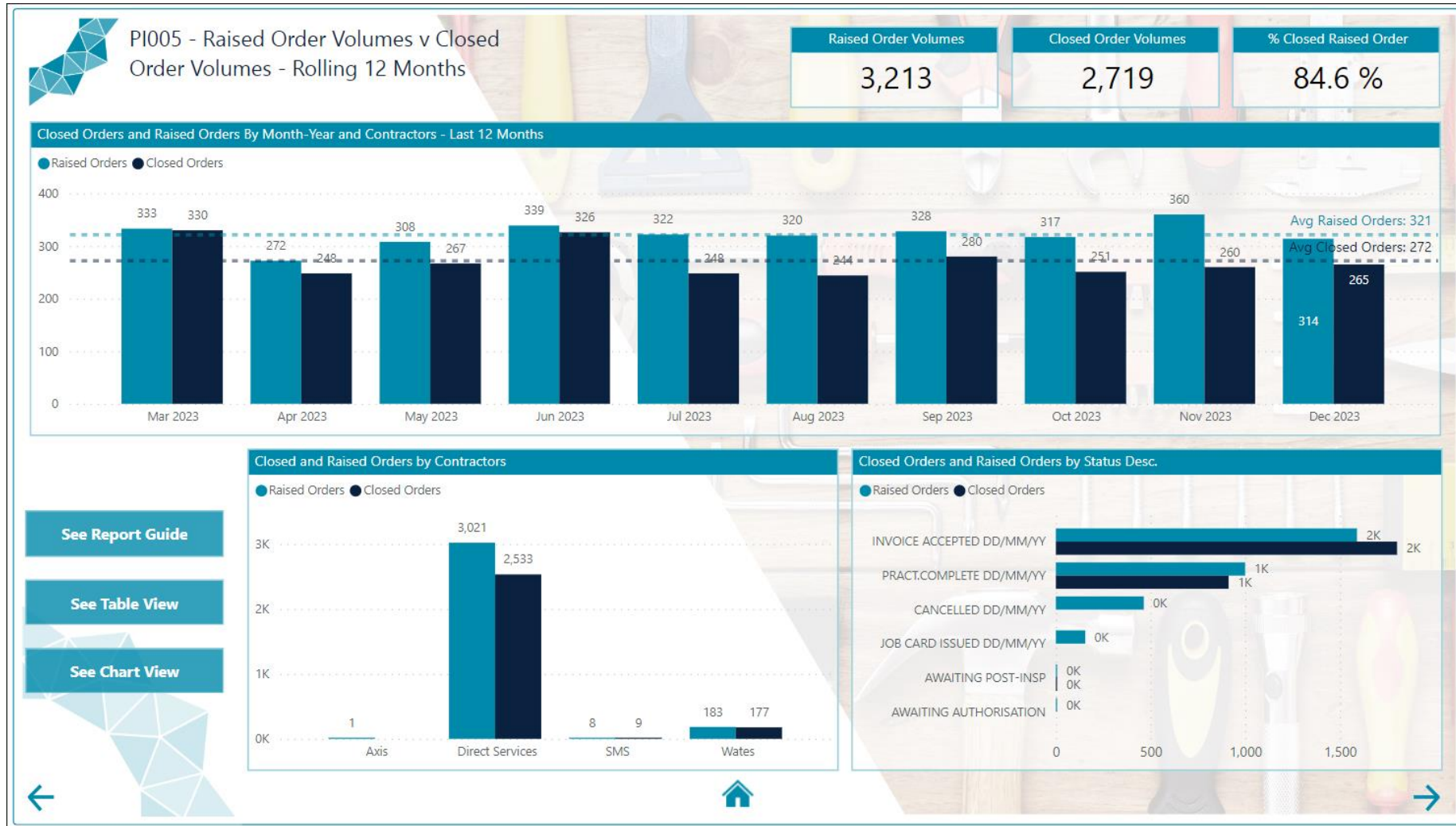
Southern Housing Homes



We have 1479 homes in the borough

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

Repair volumes (raised) remains slightly above rate of completed volumes across Lewisham area. Minimal repairs raised and completed across Axis, SMS Wates contractors within boundaries of Lewisham LA.



Emergency repair volumes completed within target have reduced in Q3 compared to relatively static performance in Q1 and Q2 in line with seasonal demands.



Across all repair types, repair volumes completed have remained static and above target throughout Q1 – Q3 with 48.1% repairs completed within the first 14 days.



Damp and Mould



Performance Information	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Reporting Movement	Directional Indicator
No. of open damp and mould legal disrepair cases	383	456	507	497	495	456	444	484	554	485	-69	↓
No. of closed damp and mould legal disrepair cases	191	200	286	315	337	387	408	412	423	545	122	↑
No. of open damp and mould complaint cases (FY23/24)	203	200	191	184	207	187	199	149	143	145	2	↑
No. of closed damp and mould complaint cases (FY 23/24)	579	623	666	711	735	790	842	938	977	1055	78	↑
No. of open damp and mould repair cases (FY23/24)	3532	3306	3168	2041	1948	1989	1943	2250	2372	2636	264	↑
No. of closed damp and mould repair cases (FY23/24)	4823	6174	7354	9310	10350	11167	12314	13707	14762	16147	1385	↑
No. of open CAT 1 damp and mould HHSRS actions (FY23/24)	76	72	49	49	49	43	39	36	36	41	5	↑
No. of open CAT 2 damp and mould HHSRS actions (FY23/24)	791	842	893	906	965	1029	1092	1083	1093	1147	54	↑

Volumes of cases reported increased in Q3 as expected due to seasonal demands.

Heightened publicity around damp and mould continue to contribute to increased repair volumes. These cases are now being managed in line with the new Southern Housing Standard Operating Procedure and monitored accordingly by the newly formed Damp and Mould team.



Voids



[Southern Housing Lettings Policy](#)

Current Voids performance across Southern Housing

- Relet time for General Needs homes – 46 days
- Relet time for Older Peoples Housing – 73 days

Lewisham Void performance

- Relet time for General Needs homes – 52 days
- Relet time for Older Peoples housing– No routine voids

Repairs are being completed in 40 days for the Lewisham voids.

Relationships are positive. Recent briefing on verifications of transfer applications has been positively received.





Social Housing (Regulation) Act 2023 on SHG's repairs services

The Act will strengthen the Regulator by giving it new enforcement powers, seeking to ensure it can effectively intervene when required. This is particularly the case in relation to the consumer standards in order to underpin the importance of these.

Southern Housing supports the extra oversight for the regulator and has an in-flight action plan to review our processes in readiness for the new legislation. This includes the whole leadership team to ensure better oversight across the organisation.





Schedule 2, Ground 8 of the Housing Act 1988

- We use Ground 8 or reserve the option to use it if there is no engagement from a resident and their arrears are above 8 weeks
- Our preferred route is to use discretionary grounds. Ground 8 has been used once in the past year - in our Sussex region