

HIGHLIGHTS REPORT - NORTH EAST LOCAL HOUSING FORUM

JULY 22nd, 2020

NORTH EAST AREA: Surrey Docks, Rotherhithe, North Bermondsey and South Bermondsey wards

New Homes

- Rennie Estate Scheme in planning. This scheme will provide 49 new council homes comprising of a 5 storey and a 12 storey blocks with associated amenity and new landscaping to Rennie Estate.
- 345 Southwark Park SE16 and Cherry Gardens School are also in planning providing new council and private homes.
- Rotherhithe New Road 213-219 to be submitted to planning in late summer. Construction of a new building 6 storeys which will provide approx. 200sqm of commercial space and 14 new council homes.
- On site schemes include Tenda Road, Welsford Street as well as Chilton Grove.

Asset Management

- Repairs Service has started on a journey to normal service and we have created a roadmap (just checking if on source), we expect this process to take us to week commencing 3rd August where we are hopeful normal services will be resumed.
- All of our major works sites have now re-opened focussing on external works only at this stage. We are exploring options on returning to a full service including internal works in particular works like Fire Door and window replacements but these are all subject to individual risk assessments with residents. We will keep you posted.

Modernise

- To follow

Customer Experience Services

- The Contact Centre has been operating as usual throughout lockdown. Demand for telephone services has been down and I'm very grateful to all residents who have adhered with requests to only call with emergencies. The Contact Centre has also played an important role in the delivery of the Community Hub. At the outbreak, we set up a dedicated COVID 19 to receive calls from residents who are concerned about all manner of things including food, accessing their pension, prescription pick up. The service has also been making numerous outbound calls to the shielded group in the borough. Over 30,000 calls have been made to date.
- The Homeowners Service office at Market Place has been closed since the beginning of the lockdown. We are hoping to be able to reopen in September or October and as long as we can assure the safety of visitors and staff. Otherwise the service has been operating as usual.

<p><u>Resident Services</u></p> <ul style="list-style-type: none"> • The RSOs in the North have attempted and made contact with all identified and known vulnerable residents, a significant number of whom indeed required assistance, and were signposted to the council's Covid-19 community hub and other services (GP's, Social services etc.). • During their welfare checks, RSOs are picking up many antisocial behaviour complaints, mostly to do with noise nuisance or breach of social distancing guidelines, and are noticing an increase in noise complaint and general anti-social behaviour due to the change in weather and relaxation of the lockdown rules. Officers are working with colleagues in SASBU and the police to address these concerns. 	<p><u>Communities</u></p> <ul style="list-style-type: none"> • Development of a standardised support offer for tenant and resident associations (TRAs), focussing on halls management, governance, financial management, safeguarding, and resident training. A co-design panel is being recruited, with residents working alongside staff, to produce the support offer. • Getting Involved Grants – aimed at funding specific, one-off projects for residents' groups - have been on hold during the period of lockdown. Some of the funding for this grant pot has been diverted to support those TRAs that have been active in supporting their communities during lockdown.
<p><u>Exchequer Services</u></p> <ul style="list-style-type: none"> • Exchequer Services will be starting normal arrears action over the next few weeks. Any tenant or homeowner who is having difficulty paying their rent or service charge due to Covid should be encouraged to contact us to discuss their rent or service charge account • The Garage team will be starting to let garages again in the coming weeks. 	<p><u>Anti social behaviour, grounds maintenance</u></p> <ul style="list-style-type: none"> • At the start of the Covid lockdown period the Grounds Maintenance Service was severely disrupted with no activity. Following the relaxation of restrictions and available resource we have reinstated grass cutting to manage growth. The shrub and bedding maintenance remains to be reinstated but anticipate this to take place shortly, following the Council's service renewal process. • The local authority continues to have a strong working partnership and continue to identify and resolve any problem areas for breaches of social distancing, unlicensed music events and other anti-social behaviour. Any solutions requiring joint working with the Police is fed into the local safer neighbourhood team. Southwark Police will continue to respond to calls coming in from the public and the local authority to direct target patrols as needed. Any concerns across our housing estates will continue to be monitored by Southwark Anti-Social Behaviour Unit.