

## Responses to Queries Raised At – North West Local Housing Forum

Date: Thursday 23<sup>rd</sup> July 2020

| No:      | Queries:  | Answers:   |
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| <b>1</b> | How many Tenants and Residents are on here and how many Southwark staff or contractors  | Total numbers of participants at this forum were 47, including 11 officers   |
| <b>2</b> | <p>Going forward, can we IN CHAT have the links to the southwark website links to the topic under discussion for each item.</p> <p>Fenrec, can the Council review Major Works panels so as regular emails go out to those who have signed up.</p> | <p>Yes</p> <p>Emails will be sent to all volunteers on the Putting Residents First review panel on a regular basis</p>   |
| <b>3</b> | Covid has delayed works- but communication should commence  | Residents have been advised where there are any delays in works due to Covid.  |
| <b>4</b> | <p>Re; Noise.</p> <p>Can I suggest including and advising that all calls will be logged and collated?</p>   | <p>Martin Talbot (Noise &amp; Nuisance Team Leader) said, “<i>we are visiting the location of complaints, but not making assessments from within a persons property. Thus we cannot make assessments for “Statutory Nuisance”.</i></p> <p><i>But where appropriate using other legislation such as the Anti Social Behaviour Crime and Policing Act 2014.”</i></p> |
| <b>5</b> | Don't understand why Council says TRAs cannot hold open air meetings when Government's guidance says can have meetings of up to 30 people with social distancing.   | We understand that the Government has allowed community groups to have open air meetings for up to 30 people, however Southwark are not encouraging residents to have meetings, if residents wants to organise open space meetings, they must follow social distancing guidelines.   |

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| <b>6</b>  | My block, Newall House on the Rockingham, has not had any work done on Windows or exterior decoration so far. Our priority is to be included.  | Rockingham Estate is in Years 8- 10 of QHIP which will be 2023/24 to 2025/26.  |
| <b>7</b>  | What counts as a major work sorry?   | Major Works are large refurbishment schemes which can involve new kitchens and bathrooms, communal decorations, renewal/repairs of roofs and windows and works to concrete and brickwork etc |
| <b>8</b>  | Will participants from the Major Works Communication and Consultation Task and Finish Group be invited?  | Representatives will mostly come from the new Forums   |
| <b>9</b>  | In this coming year, as this new way of resident engagement, which is under review against the 'old' way of Tenant/Leaseholders working groups ...<br>Can we see how many residents are in attendance at each meeting?   | Yes. This can be recorded in the notes of the meeting, and added to the Q&A logs for each Forum.   |
| <b>10</b> | How do you assess afterwards if you have been successful on major works?   | A resident satisfaction survey is done for all schemes upon the completion of the works  |
| <b>11</b> | May I again request that this polling request is available to be filled in after the meeting   | Polling is available on the website for residents to complete the questionnaire.   |
| <b>12</b> | Thanks for reply Joh. Can you answer on the public chat if people can be given the opportunity of responding later. Please record my decision not to respond at this time as I feel it inappropriate that it was not included in the agenda                        | Residents will have opportunity to respond later.  |
| <b>13</b> | I have a question: how many LBS officers vs residents are in this meeting?   | 11 Council Officers 36 residents.  |
| <b>14</b> | Are there any plans to increase bicycle storage in the area. During COVID there has been a significant increase in bicycle usage in the area, however no change in the storage particularly in the flats and residents are resorting to storing bikes on balconies | There are no definite plans to increase bicycle storage. Bids are usually made by local TRAs/residents via Cleaner, Greener, Safer for increased bicycle storage on an estate.               |

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| 15 | Suggested that to publish polls (and deadlines) should be on a dedicated residents and or TRA page so we can go to a centralised point | Suggestion noted.  |
| 16 | Requested a joint approach with partnership working with other TRA's in the area.  | Please contact your area THIO who will be able to provide advice and support with wider community                            |
| 17 | Will Council's community engagement staff suggest processes to help ensure diverse attendance at next forum                            | Yes. The Resident Participation Team is committed to ensuring diverse representation and will look at ways of ensuring this. |