

Responses to Queries Raised At – Central East Housing Forum

Date: Thursday 23rd July 2020

No:	Queries:	Answers:
1	Why did Southwark stop the Homeowners Council Conferences? Don't they like us getting together?	We will be launching our new Homeowner Forum and Tenant Forum in a couple of month's time. These are replacing the Homeowner Council and Tenant Council. We will also be organising a residents' conference in the new year.
2	Are there any updates for the new development at Rye Hill Park?	The latest information can be found at following link on the council's website https://www.southwark.gov.uk/housing/new-council-homes/where-we-re-building/peckham-rye/rye-hill-park-garages or by contacting the council's New Homes team - EnquiriesNewHomes@southwark.gov.uk
3	How long will Daniel's Road site continue for? It has been very disruptive and I am awaiting responses from council officers about the privacy at the back of my gardens.	The resident is in contact with the project officer. Ultimately, overlooking would have been considered as part of the planning process.
4	Blackpool Road site development what is happening?	This is the Copeland Road Car Park site and details can be found on the following link: https://www.southwark.gov.uk/housing/new-council-homes/where-we-re-building/rye-lane/copeland-road-car-park-se15 or by contacting the council's New Homes team - EnquiriesNewHomes@southwark.gov.uk
5	A resident in Northfield House raised the issue the marking lines for parking control in the block.	These works have been issued to contractors.
6	What's the council's plan going forward to quickly clearing the backlog of repairs not done during the pandemic?	We are currently working on a plan to fulfil our current backlog works. We started working back on our backlog works from the 1 August. During the pandemic in the height of lockdown we tried to contact all the residents by phone who had an outstanding job with Southwark's repairs. It was a courtesy call and to inform the residents we hadn't forgot about them, and to also gage more information on the job to align with our COVID procedure. We are reviewing how much of the back log we have undertaken each week and have set ourselves a 4 month period to complete all works which were in the system prior to the lockdown.
7	Will you be covering the potential new modular builds on top of the Clifton Estate today? If not, when will we next be able to engage with that?	We are still in the early stages and have gone out to consultation with residents. For more information about roof top developments contact officers at the following email address: rooftophomes@southwark.gov.uk

8	Are there any plans to improve council website?	The Resident Involvement team has plans to set up a residents' task and finish group to review its website pages.
9	What's the plan for fixing the recurring heating problem at Gloucester grove estate? Is the council considering alternative district heating option?	This matter was referred to the council's gas maintenance team in the Asset Management division.
10	The standard of the major works done as part of QHIP was terrible and a real concern to leaseholders (and tenants too). Attempts to engage effectively on that have been stonewalled even before Covid-19 came along	This matter was referred to the council's Major Works team who have subsequently contacted the resident.
11	Estate walkabouts only work if items are processed within the month, we have waited years for issues to be resolved and bring the same item up every month. Northfield House	This matter was referred to the council's local Resident Service's Team
12	I have been living in council property 24 years I am still waiting for a new kitchen unit, can you please sort this out. I had 3 major reports done and verified units are in poor condition.	This matter was referred to the council's Major Works team who have subsequently contacted the resident.
13	Any advice on keeping our homes safe from drug addicts. we have a big problem in Tappesfield Estate and off Nunhead Lane	It is very important that residents call police when this behaviour is seen. We work closely with the local police teams and, like you we are aware of how busy they are. There is other police asset that can be brought in to support the local teams where there is evidence of crime and ASB .Community concern and reporting to the police is one important factor that will be considered in deciding how additional resources might be deployed. This is why the council is emphasising the need to report to the police. If residents feel at risk or alarmed they may call 999 or if the issue is less immediate call 101. In both instances the calls and reports will be logged. Tappesfield Estate was of concern last year concerning complaints about drug users in stairwells and we discussed this at our joint police meetings. Police did increase patrols but never came across any significant issues at that time. It is appreciated that these things can ebb and flow and as such we will raise this matter again with the police.