

# Central West Local Housing Forum

December 2020 Highlights Report

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# New Homes



Pelier Street (William Cuffay House, 120 Dartford Street) is soon to complete, providing a seven-storey residential development containing 17 council homes

Ivy Church Lane Garages (Kinglake Street), Adrian & Dennis (39-44 Rutley Close), Lakanal New Build (Cezanne) are on site providing 74 new council homes

Aylesbury Estate Package A is also on site providing 229 new homes.

Starting early next year:

Salisbury Est Car Park (Balfour Street). This scheme will provide 26 residential units in a 5 storey block together with new private amenity space located within a rear courtyard.

# New Homes

Shops & Council Offices, Manor Place /Stopford Road SE17. The construction of a 6 storey building comprising 56 flats above a health centre/office space / retail with associated landscaping and public realm works.

Workshops, 42 Braganza Street SE17. The proposal is for a total of 33 residential units made up of 5 blocks of building and a commercial building for offices

To be submitted for planning shortly:

Vestry Road (Lettsom T&RA Hall) is likely to be submitted in late summer. The proposal is to take down and redevelop the existing Tenants and Residents Association (TRA) Hall to build new TRA hall including 11 new homes above hall.

1-27 Rodney Place. 9 new council homes in 4 storey block

# Asset Management

Due to the second lockdown, the Repairs Service has moved to offering the following service:

Emergency and urgent repairs

- Void property refurbishments
- Housing adaptations emergency repairs and urgent installations
- Emergency and urgent fire safety works
- External communal inspections
- External communal repairs at a reduced capacity
- External handyman works
- Customers with repairs, works or claims that are unable to continue are being called and updated.

# Asset Management continued

Communal / Emergency Intelligent Lighting Installations are progressing as follows:

WILSON ROAD Leaseholder / Freehold Issues Delayed

DOWSON CLOSE Start date to be confirmed

HULL COURT Works in progress

HORSMAN HOUSE Works in progress

WIDECOMBE HOUSE Start date to be confirmed

BALDOCK HOUSE Start date to be confirmed

GROVE COURT Works in progress

DAY HOUSE Works in progress

GILESMEAD Complete

ARNOULD AVENUE Complete

WANLEY ROAD Complete

HARFORD HOUSE Complete

ELMINGTON ROAD Complete

# Asset Management continued

Lift refurbishments at Napier House, King Charles Ct and Eglinton Ct:

Napier House: Lift works (No.4119) completed and returned to service on 18 Nov with the 2nd Lift due to be completed and returned to service on 28/12/12.

Eglinton Ct: Lift works completed and lift returned to service on the 18th November 20.

King Charles Ct: Lift works completed and lift returned to service on the 10th November 20.

# Asset Management continued

QHIP major works scheme now on site at Rodney Estate. Work on Elizabeth Estate is due to finish in March 2021. Roof works at Andoversford are complete and scaffold due to be struck, as are door entry and window panels works at Edwin House. Schemes at Havel St, Crawford Estate, Wyndham, Lindley, Forsyth Gardens. Lorrimore Road and Olney Road on the Brandon Estate, Dartford & Empress Street, Congreve Estate, Alvey Estate and Kinglake Estate are in the detailed design phase.

Grosvenor SHU QHIP – External works complete...communal works under review and to commence in new year with internal works still on hold.

Gilesmead QHIP – Nearing the end of detailed design – further consultation with residents to be undertaken.

Southampton Way QHIP – Detailed design works started and next phase of consultation being arranged

Sceaux Gardens QHIP – Next phase of resident consultation due in early new year

# Asset Management continued

Brandon Estate Timber Fascias – Still in initial design phase – further consultation will follow

Elmington Estate QHIP Phase 1 – Started on site in November and due to complete late summer 2021

Elmington Estate QHIP Phase 2 – Works are still in detailed design

Elmington Estate Timber Fascias - Still in initial design phase – further consultation will follow.

Works have commenced on site to a number of estate houses on the Alberta Estate. Concrete repairs to a number of blocks on the Aylesbury Estate and painting to the pilasters on Amelia Street.



# Resident Services

Resident Services Officers (RSO) continue to conduct weekly estate visual audits and monthly estate inspections to ensure our estates remain a clean and safe place to live.

We continue to contact all vulnerable residents on our estates for welfare checks. We have made numerous referrals for support and are signposting residents to supporting services. We have identified additional residents who require support due to their household composition, these residents are being referred to supporting services and are contacted frequently. Our team are available to assist; they are only a phone call away.

We have seen increased activities of serious anti social behaviour on some of the estates around West Walworth. We worked quickly with residents to identify some of the perpetrators and through a series of multi-agency collaborative work (social services, the Police, the Schools, Anti Social Behaviour Unit, and the child sexual exploitation team etc) we were able to provide support to some of the vulnerable children who were being groomed by drug dealers. Police resources have been committed to this area and we will be deploying more CCTV and re-deployable camera with an automatic number plate recognition facility to the area . We are holding frequent meetings with residents to reassure and update the community.

# Resident Services

Rough sleepers found are being referred to the Council's Housing Options team who are placing them in suitable temporary accommodation. The outreach team also carry out frequent patrols to provide drug and alcohol support where needed.

The Police are carrying out robust patrols in the area paying particular attention to areas of concern. The Police will continue to report back on their findings and actions that need to be taken by the Council will be taken as a priority.

The Council also obtained an injunction to deal with unlicensed music events and other anti social behaviour at Burgess park, there will be an increased police presence in the area.

581 of the 842 new homes being delivered by NottingHill Genesis on the First Development Site on the Aylesbury Estate are now to be delivered as Council homes. Secure Tenants living on the estate will have an opportunity to move into the new homes.

# Communities

- The online panel of residents was launched at an inaugural event on October 13<sup>th</sup>. The panel consists of over 500 residents who have told us that they are willing to participate in discussions with the council around issues they are specifically interested. The panel is now up and running, with a task and finish group on leaseholder service charge statements its inaugural project.
- The council's new Getting Involved Grants programme (GIG) was re-launched in September 2020. These project-specific grants are for community organisations, aimed at promoting cohesive communities. The council received 20 applications from various groups across the borough, and a total of 17 projects have been awarded funding. The funding awarded covers projects ranging from £450 to £5,000.

# Anti social behaviour, grounds maintenance

The Anti social behaviour unit has been supporting ongoing investigations in to behaviours working with communities and partners on estates in the housing forum area. Principally this has been through the impact of drugs and unacceptable behaviour within our estates and Burgess Park. Within Burgess Park there was serious concerns in relation to Unauthorised Music Events (UME) that were taking place within the park. UMEs largely impact wider communities and park users and can increase wider unacceptable behaviour that affect our communities and can have significant impact on the emergency services when a UME is underway. A Council commitment to address this was agreed and an application at the County court was granted which provided additional legislation to address the UMEs but also assisted in the prevention and education of behaviours within the park which has shown a decrease of behaviours and prevented UMEs from continuing. The order remains until August 2021.

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# Anti social behaviour, grounds maintenance

Stats from April 2020 –

2 x Premises closures for disorder

1 x Notice of seeking tenancy possession for most serious behaviours.

5 x Injunctions

6 x Acceptable behaviour contracts

# Exchequer Services

- There has been some improvement in the COVID-19 related rent arrears position since that reported at AHF in September – and an even bigger improvement in service charge collection among homeowners.
- The impacts of the new COVID restrictions from earlier this month are still unknown but are not expected to be positive. We still expect to see overall collection levels for rent and service charges to be significantly down on last year (2019/20).
- Government imposed restrictions mean that no evictions are likely to take place until next year – the Council will only seek to evict those with persistent arrears that pre-dated the pandemic.

# Modernise

- Over 37, 000 Southwark properties have now been connected to full-fibre broadband as a result of the council's closely working with suppliers Hyperoptic and Community Fibre. Hyperoptic and Community complete their installation programme in Q1 2021/22
- Openreach are due to continue this work in early 2021, once a wayleave agreement has been put in place. The council will look to engage with resident groups in advance of Openreach's programme - to discuss the nature of works, proposed schedule and answer any questions representatives may have. We will also work with Openreach to communicate with residents, as we have done previously, to inform them of the start of infrastructure works on each estate



# Customer Experience

- All face to face services (Peckham Service Point, Homeowners Service at the Blue and Bournemouth Road), remain closed due to COVID 19 restrictions. This situation will be reviewed following any lifting of lockdown and advice on resuming public services.
- The Contact Centre is presently taking emergency repairs calls only. The service is also running a COVID 19 hotline providing advice and assistance to residents. It is also assisting with the Test, Track and Trace service, calling those who have been identified as coming into contact with someone with COVID 19.

# Customer Experience

- Registrars service continues to register births and deaths but ceremonies have been suspended due to COVID 19 restrictions. The Coroners service is conducting jury inquests at Tooley Street where safe distancing can take place.
- The Homeowners Service continues to support homeowners and receive RTB applications despite the current closure of the Market Place office.