

## Local Housing Forums Outstanding Queries Log Sheet

March 2021

LHF Area:	Description of query:	Advice/comments:
<b>North East</b>	What is the allocations policy for the new builds at Haddonfield?	Housing allocations will be drafting a local letting policy in the Summer of 2021 to confirm 50% will be allocated to the local area. This is the same process in relation to previous new build council properties.
<b>North West</b>	When and where will the virtual workshop take place for GIG and how will residents find out about it?	The virtual workshop will be held on 14 <sup>th</sup> April 2021. Time: 06:30 PM, on Zoom. Information /link will be published on the webpage.
<b>North West</b>	What can (and cannot) these grants be used for?	These are revenue only funds that can be spent for community activities like theatre, after-school classes, yoga. GIG does not support capital projects like refurbishment of premises. The main aim is to attract cohesion and unity within the community and to challenge certain social issues (e.g. loneliness, obesity).
<b>North West</b>	Is there any limit to the number of projects? Any single organisation can apply for or obtain?	Within reason a claimant can run more than one scheme. The maximum obtainable amount is £5,000 per financial year.
<b>North West</b>	How do we ensure the funds are being spent wisely?	There are established criteria and a thorough monitoring process. The mainstay is to show that projects have a real tangible benefit for the community. A monitoring form must be properly filled by the claimant with the breakdown of spend.

<b>North West</b>	What happens to the underspent grants? Is that rolled forward to the following year?	<p>Funding which is not allocated to projects is not rolled over into the new financial year. As this funding is part of the HRA any unallocated funds go into the final reckoning of HRA expenditure against income.</p> <p>In the case of funding which has been allocated to projects but for whatever reason the TRA has not been able to deliver within the agreed timescales, the council takes a case by case approach and where reasonable and proportionate might allow applicants some extra time to realise the expenditure.</p> <p>If after delivering the project the applicant has funds left over and this is significant they will have to return any unspent funds.</p>
<b>North West</b>	When will the grant applications be open and when will they close?	The GIG will go live in April, July and October 2021. Applications will open for no more than three weeks for each round.
<b>North West</b>	Projects awarded under Getting Involved Grants- GIG 2021.	<p>GIG 2021 Children After School Activity Remotely</p> <p>GIG 20/21 The Peckham Lyons</p> <p>GIG 20/21 - Grow Lindley</p> <p>GIG 20/21 - Everybody Active</p> <p>GIG 20/21 - Circus and Theatre Skills</p>

		<p>GIG 20/21 - Four Seasons</p> <p>GIG 20/21 - Community Rejuvenation</p> <p>GIG 20/21 Getting Involved #Community Project</p> <p>GIG 20/21 - Christmas Fayre</p> <p>GIG 20/21 - Tabard Growers Project</p> <p>GIG 20/21 - Safe</p> <p>GIG 20/21 - Dead Space Planters</p> <p>GIG 20/21 - Summer Fun</p> <p>GIG 20/21-After-school Circus Drama Class</p> <p>GIG 20/21 Winter Lights 2020</p>
<b>North West</b>	How does the starring system within bands work?	<p>The cases are priorities first by band, then by the number of stars and lastly qualification date within the band.</p> <p>Stars can be awarded for a number of reasons including community contribution and employment.</p> <p>Full details are listed on the website.</p>
<b>North West</b>	All tenants pay £1.26 per week for grounds maintenance. If you are reducing staff hours and ultimately service, will there be a partial refund to tenants?	<p>The reduced level of the grounds maintenance and cleaning services will be taken into account in the 20-21 actual service charges.</p>

		This will mean a lower cost for the leaseholders across the borough.
<b>North West</b>	Also leaseholders service charges?	Please state/provide information on which service weren't provided, happy to let you know what the decision is.
<b>North West</b>	External windows and missed areas falling between street and estate cleaners	External windows are outside our contractual obligations....if housing agree we can arrange for an external contractor to clean the external glass. Any waste on Housing land should be removed by estate staff...anything on the public highway will be removed by street cleaning staff.
<b>North West</b>	Could Leon kindly outline the service level agreements within his remit for us re: Communal Areas so we can take back to our TRAs please? In writing.	<p><b>All stairs;</b> swept and spot mopped daily, full mop twice weekly.</p> <p><b>Internal corridors;</b> as above.</p> <p><b>External corridors;</b> swept daily</p> <p><b>Lifts;</b> cleaned daily</p> <p><b>Bin rooms;</b> swept and mopped daily</p> <p><b>Internal glass;</b> twice yearly</p> <p><b>Walls;</b> Twice yearly</p> <p><b>Graffiti;</b> As required</p> <p><b>Fly tipping;</b> As required</p>
<b>North West</b>	Leon's email address?	<a href="mailto:leon.williams@southwark.gov.uk">leon.williams@southwark.gov.uk</a>
<b>North West</b>	<p>Yes, shrubs are only trimmed twice per year.</p> <p>Veolia are contracted to tidy all rubbish within a metre of the recycling bins, which they rarely adhere to. As a result the estate cleaners (who we pay for) end up tidying up after them. Very poor service.</p>	There needs to be sufficient bin capacity for refuse and recycling to avoid the incidence of waste being left around bins, this is Veolia's responsibility and we have been drawing attention to this at locations where required. Residents need to ensure recycling and refuse is placed in the appropriate bins. Sometimes refuse is placed into recycling bins which contaminates them so they

	<p>Would also be good to know from Veolia about green waste and how they can share mulch etc</p>	<p>cannot be emptied and another team has to be deployed to clear them as refuse. This can lead to overflow with waste being left around bins which isn't Veolia's fault. This requires engagement with residents to promote correct disposal of waste to avoid this happening, this is the responsibility of Housing.</p> <p>Waste Management and the Cleaning Service has been working with Veolia too improve conditions around waste bins on estates, with co-ordination of works to keep bin areas clean and tidy. Waste Management has also worked with Housing to do letters to residents giving information about correct waste disposal. We would be happy to do so for any locations in the North West where it is needed. The local RSO or RSM should contact <a href="mailto:waste.management@southwark.gov.uk">waste.management@southwark.gov.uk</a> to arrange this.</p> <p>Veolia collects garden waste from street level properties under a subscription-based service.</p> <p>Veolia supplies bagged compost from the Household Waste Recycling Centre, there is a charge for this.</p>
<p><b>North West</b></p>	<p>How are the unsatisfactory heating issues at Albert Barnes House following the installation of the new £1.5m heating system (major works) at the end of Feb 2021 going to be resolved?</p>	<p>MW Team (Sylvester Hilton).</p>

	Ours is the first retrofitted (pilot) scheme in the borough yet we've had two block outages (heating and hot water) over the past 2 weeks and no one at Asset Management is responding in a timely manner except on the last day of the Complaints process.									
<b>East Central</b>										
<b>West Central</b>	Awaiting response/feedback to the evaluation form I completed about eight weeks ago	Any missed collection should be reported to the waste collection contractor, Veolia, on line through the council website.								
<b>West Central</b>	Please advice if the Council are also collecting data on LTN issues for Brunswick Park/Camberwell Greens LTN.	Because of the pandemic we have reduced some of our cleaning tasks as we have reduced working hours and are concentrating on mainly disinfection of touch points and lifts and lobby areas.								
<b>West Central</b>	When is the next cleaning meeting?	<p>The Cleaning meetings will take place every 2<sup>nd</sup> Wednesday of each month from time 7.00pm to 8.30pm</p> <table border="1"> <thead> <tr> <th>Number of meetings:</th> <th>Dates:</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>• 14/04/21@ 7.00pm</td> </tr> <tr> <td>2.</td> <td>• 12/05/21@ 7.00pm</td> </tr> <tr> <td>3.</td> <td>• 09/06/21@ 7.00pm</td> </tr> </tbody> </table>	Number of meetings:	Dates:	1.	• 14/04/21@ 7.00pm	2.	• 12/05/21@ 7.00pm	3.	• 09/06/21@ 7.00pm
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		4.	• 14/07/21@ 7.00pm
		5.	• 11/08/21@ 7.00pm
		6.	• 15/09/21@ 7.00pm
		7.	• 13/10/21@ 7.00pm
		8.	• 10/11/21@ 7.00pm
		9.	• 15/12/21@ 7.00pm
		10.	• 12/01/22@ 7.00pm
		11.	• 09/02/22@ 7.00pm
		12.	• 09/03/22@ 7.00pm
<b>West Central</b>	Due to lack of communication between repairs section and residents. Please provide clarification on repairs policy during the Pandemic, of any changes in service for residents.	Awaiting response.	
<b>West Central</b>	Residents have been asked to call the collection service before rubbish and recycling are notice the estate?	Any missed collection should be reported to the waste collection contractor, Veolia, on line through the council website.	
<b>West Central</b>	Why did the cleaning team have restriction on cleaning on closed area on the Estate?	Because of the pandemic, we have reduced some of our cleaning tasks as we have reduced working hours and are concentrating on mainly disinfection of touch points and lifts and lobby areas.	
<b>West Central</b>	We noticed that the contractors are approaching residents without having access to the vulnerable list on the Estate and why are they entering	Both of the heating contractors, OCO Ltd and Smith and Byford have large stocks of PPE and should be used on every visit. Please advise us of	

	people's home without the right PPI?	any occasions where this does not happen.  Our contractors both have access to vulnerable residents flags on our iworld reporting and job issuing system
<b>West Central</b>	Please advice the process for residents to obtain disturbance payment for hot water and heating problems on the Estate?	Currently via the Repairs Resolution team. Awaiting response.
<b>West Central</b>	What can we do as we noticed that some of the contractors are coming into our properties without wearing facemasks?	As per top comment
<b>West Central</b>	As we have to adapted to these new road closures, can we installed some bike hangers for Brandon Estate	I have authorised the installation of 6 bike hangers on the Brandon 1.  I have asked the TRA to submit a CGS application in the next CGS funding window.
<b>West Central</b>	Why did the bin collectors on Elimington Estate don't secure/lock the bins after the collection of rubbish on the Estate?	Bins may not be secured or locked where there is no facility to do this or where they are deliberately left in places where residents need to use them. More information would be required to respond to this, in particular; block name; the waste bin type (refuse or recycling); whether it's the wheels or lid that needs to be locked; or whether it's a bin store that needs to be locked
<b>South</b>	No Outstanding queries for this forum.	