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North West Local Housing Forum Highlights Report

2nd September 2021



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Housing Management



Whilst still facing some of the challenges that the pandemic has raised, the Team is providing a full service; we are contacting our vulnerable residents regularly, carrying out estate inspections, supporting residents with complex needs in maintaining their tenancy, tackling anti- social behaviour, challenging unauthorized occupation.

Churchyard Row: We are working collaboratively with the Police, anti-social behaviour officers and wardens, to maintain a daily presence in the blocks, following a spike in illegal activities and fly-tipping. This is an on- going multi-agency effort and we have already seen the result in a reduction of the complaints and the improvement of the common areas in the blocks.

Resident Services Manager for the wards in this Forum is Sharron Smith

Sharron.smith@southwark.gov.uk

New Homes



- LeatherMarket (CBS) working in partnership with the council to provide 40 new homes at Joseph Lancaster Estate (on site) as well as gaining approval to develop the design proposals for another two sites, with the sites at Elim Estate and JMB office.
- Achieved planning Fendall Street , Maltby Street, 18-19 Crimscott Street, 21 Harper Road,
 - Fendall Street (St Saviours St Vincent) will provide 16 council homes within a 5 storey building. Fendall Street will provide improvements to the surrounding landscaping of the existing St Saviours Estate and provide communal amenity space for future occupiers and existing residents
 - Maltby Street scheme (Woodville House) will to provide 24 council homes within a 5 storey building. The proposal also seeks to provide landscaping around the building and the re-provision of the existing children's play area.

New Homes



- Styles House - The proposals comprise a new 14-storey residential tower, at the junction of The Cut and Hatfields, which will provide 25 new homes, all of which will be for social rent.
- Other schemes in the earlier stages of the programme include Leroy Street Garages (Creasey Estate), Rochester Estate and 49-56 Dodson Street. In addition rooftop Homes projects at Rockingham Estate, Gaywood Estate and Lancaster Estate and have been consulted on and included in the programme. There are further schemes, Beormund New Homes and Tower Workshop being added to the programme.

Asset Management



In line with government guidance, the Repairs Service reopened a full service from June 2021 and is now accepting all new repair requests as well as moving through the routine repairs put on hold during lockdown.

Communal / Emergency Lighting Installations are progressing at Quentin House, Gray St.

QHIP major works schemes are complete at Haddonhall Estate and Rowland Hill House on Nelson Square Gardens Estate.

Asset Management



Heating works at Albert Barnes are due to finish this year.

Work to the underground mains at Setchell Estate is due to begin in the spring. A dozen schemes are now in design and looking to start shortly. These include Rockingham Street and Applegarth, Helen Gladstone and Vaughan Houses on the Nelson Square Gardens Estate with Haddonhall Estate Phase 2, 33-37 Southwark Bridge Road due on site in January 2022.



Customer Experience –

My Southwark Homeowners

- We are working on supporting a range of regeneration and redevelopment initiatives in Southwark on our Ledbury, Aylesbury and Tustin estates. Here we are helping homeowners to either buy back their homes or find alternative homes in those situations where we are demolishing homes.
- We have closed our former office at the Blue in Bermondsey in July as we identified through the lockdown that services can be delivered without the need for the office as it is more cost effective. Our Right to Buy team who did hold face to face appointments with applicants at the office now meet staff at our Service Point in Peckham. For more information on the MySouthwark Homeowners Services please go to our webpage [here](#).

Communities



- Re-opening of Tenant and Resident Association halls: Following the latest stage in the government's relaxation of Coronavirus-related restrictions on July 19th, the council has prepared guidance for those tenants and residents associations that wish to reopen and use their halls, or hire out their halls to other community groups, individuals or businesses, in order that they may do so safely. For enquiries regarding the guidance, contact Ian Brinley or Larri Alleyne at Community.Premises@southwark.gov.uk

Communities



- Tenant and Resident Association Support Offer. On July 27th, 2021, the Tenant and Homeowner Involvement Team staged an information session for the borough's tenants and residents associations (TRAs), outlining for the TRAs the sorts of support the team is able to offer them. Attended by 30 TRA members, areas of support discussed included finance, safeguarding, halls management, governance and constitution. Further details of the event, including presentation materials, can be obtained by emailing Resident.Participation@southwark.gov.uk

Anti-social behavior



Since the relaxation of lockdown the Borough has been extremely vibrant. Parks and open spaces have been busy and there has been an increase in complaints to do with noise and anti social behaviour July was a particularly busy month with the warm weather exacerbating issues. This increased level of social activity is being seen across the Borough and across London. Inevitably this has also lead to some increases in anti social behaviour including

- unlicensed music events
- loud parties
- street drinking
- drug use
- drug dealing
- general rowdiness



Anti-social behavior

The ASB unit are also seeing an increase in mental health issues and anxiety in the Borough and are working with partners to manage this . The Council are working closely with the police locally and centrally to manage some of the most challenging behaviour .Enforcement action taken by the ASB unit includes

6 x premises closed

4 x NoSPs served

2 x Injunctions

1 x Tenancy possession

2 x ABCs

7 x Community Triggers

The unit are also working with Police to achieve 13 Criminal Behaviour Orders to disrupt drug supply in the borough as well as reviewing tenancy enforcement also linked with this operation.

Exchequer Services - Homeowners



- Bills for “Actual” Service Charges 2020/21 1 will be issued shortly
- Bills for actual service charges for 2021 will be issued in September
- Homeowners who need to discuss payment options should contact their Homeowner Accounts Officer, whose name and telephone number will be on the invoice.
- If Homeowners have any questions about their bill they may request a more detailed itemised breakdown. Homeowners can do this by completing a form on-line or by writing to us at the address given on the invoice and in the leaflet.
- Homeowners receiving a bill are encouraged all to read the literature sent with the invoices, which explains the various services being charged for and how those charges were calculated.

Exchequer Services - Rent



Plans to restart Enforcement Action For Rent Arrears

- All enforcement action for rent arrears ended in March 2020 at the start of the pandemic but Government-imposed restrictions on landlords taking action for rent arrears are ending.
- The Council recently recommenced issuing Notices of Seeking Possession (NOSP), a first step in taking court action for rent arrears
- A small number of NOSP's were issued in July subject to strict guidelines
- The Council has also taken steps to reactivate court orders, evictions and stay hearing proceedings for tenants with high-level arrears or breaches of court orders that pre-dated the pandemic. Any such action will require the approval of a senior manager
- No court dates have been set at this time. Tenants with rent arrears should contact their income officer to discuss their rent or make an arrangement.

Modernise



Since signing wayleave agreements with Hyperoptic and Community Fibre, approximately 38,000 council homes have received access to gigabit-fast broadband. Providers will be expanding their digital infrastructure across to private housing.

More recently, Southwark signed a wayleave with Openreach to install fibre broadband infrastructure on our council estates (known as FTTP fibre to the premises). This will be an upgrade to fibre of the existing Openreach copper cabling found on estates, and is part of the national switch-off of copper cabling in a few years' time. Contact better.broadband@southwark.gov.uk with any questions.