

Local Housing Forums Outstanding Queries Log Sheet

June 2021

LHF Area:	Description of query:	Advice/comments:
North East	What are the start dates for the Cleaner Greener Safer projects listed in the summary of decisions for the North East?	<p>Unable to provide start dates as each project has individual requirements. Projects become live as of 1 April and they have two years to complete.</p> <p>Project start dates are dependent on the type of project, the urgency, seasonality and dependency on other projects and departments.</p>
	What budget has been used to renew the CCTV at Arica House?	The area's repairs budget was used for this (HRA).
	Has the estate inspections format and the cleaning scoring been changed?	No, there have been no discussions or suggestions in this regard.
North West	Overflowing 1 Green and 2 black wheelie bins Smeaton Court on Arch Street, SE1 6PD next to the garages?	Referred to contractor to check and resolve immediately. These are abandoned bins that are not scheduled for collection (so the crews may not know they are there) and look like they have been dumped there.
	Can I ask if there are any publicly accessible recycling bins in the borough, which are not on Council Estates, and paid for by tenants and leaseholders?	There are no charges for recycling bins for any residents or developments wherever they are situated. These are supplied free of charge.

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	<p>Can you add St Georges to this fly tipping clean up trial? it's next door to Borough and Bankside and as Cllr Maria said has a major fly tipping problem</p>	<p>This is not part of the waste management service – fly tipping is cleared by the street cleaning teams (or estate cleaning teams on estates). Any Reported fly tip in public land should be cleared within one working day of reporting. Priority areas for fly tipping action (clearance and enforcement, with other measures to reduce tipping) are decided by the council's fly tipping task group which includes several departments working together. If there is a fly tipping hot spot, this should be brought to the task group (usually by referral from housing officer) for consideration, but this is not ward based.</p>
	<p>Community gardening schemes, would it be possible for a delivery of a bulky quantity of compost to an agreed location, such as Walworth Garden Farm.</p>	<p>Awaiting response from our contractor on this, TBC.</p>
	<p>Council can improve the blocks without enforcing extra stories on our blocks with all the disruption that will ensue! Also - enforce the provision of social housing on developers in Southwark rather than let them pay up extra money (which is then NOT used for social housing) or transform their buildings into hotels!</p>	<p>This is not a question. However the driver for this programme is meeting the 13,000 council residents in housing need. The offer to undertake works to the existing blocks reflect the council wish to ensure existing residents benefit from this process. The social housing levy on private developers does not begin to scratch the surface of meeting the housing need across the borough.</p>
	<p>Can Owen Thompson and the Cllrs present that, we understand what is deemed as Community Objection and is it building by building or otherwise.</p>	<p>We recognise this as an objection or concern raised by the NWLHF. We are aware that in advance of a scheme being design and presented to residents this objection/concern is based on the</p>

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		Principle rather than a specifically design scheme, which has been demonstrated to respond to residents needs and observations.
	Leaseholder living on the ground floor of a tower block or low-rise tenement will object to having a new lift system installed as they would then be subject to lift maintenance fees etc going forward in their service charges. This is contrary to Owen's view on leaseholders having a good deal because a lift etc is added.	However we recognise the type of leaseholder identified in the example offered is very narrow indeed. The overwhelming majority and tenants and leaseholders, especially those that are elderly, disabled or have young children in the upper floors will greatly benefit from the addition of a lift. This is self-evident.
	Some people don't understand or wish to engage with 'Commonplace'? Please explain what is common – place's consultation/exercise.	The council's applies a broad and established framework for engaging with residents as part of the development of these projects. They include: resident meeting (in person or virtual) project newsletters, phone calls to vulnerable residents, resident design workshops, regular meeting with TRA's or TMOs and establishing local resident project groups. Commonplace is a local project website that the development team has introduced to help keep residents updated on the project's development.
	Implementation of major works should be with the approval of the majority of residents in a block having a say and their views clearly recorded/consultations (personal data redacted/GDPR notwithstanding). Structural surveys etc for proposed major works should also be openly shared with residents and the formal observations of residents are taken into	The scheme development team is committed to working with residents in determining the issues/repairs/improvements to the existing blocks that can be addressed as part of the roof top extension works. However the final decision is that of the council, who owns and has responsibility for the building.

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	consideration. Often, they seem to be overlooked because the tendering process is not transparent and decisions are steamrolled by LBS.	
	What is 'Commonplace'??	Commonplace is a local project website that the development team has introduced as one of many mechanisms to help keep residents updated on the project's development.
	Please forward information on accessing commonplace which should be shared with forum residents (as we have not heard of it before).	See information on the Lancaster Estate Commonplace
	Several residents at this forum have requested, for you to take all the comments made this evening as a "Community Objection" Please confirm that you will do.	This is not logical or possible. A question or enquiry is not an objection or concern
Central East	Handover date requested for new build on Meeting House Lane	No date agreed. This has been delayed due to COVID-19.
	North Peckham Estate residents' parking scheme – update	Signage is now in place and letters will be circulated imminently. The RSM is in direct contact with the TRA regarding the designation of extra disabled bays and charging points for electric cars on the estate.
Central West	Resident on the Elmington Estate requested contacts details for Rooftops Homes project manager	Details sent to resident 10 June 2021
	Resident requested copy of issues log. There had been IT issues with the council's website.	Log sent to all attendees on 11 June 2021

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	Resident requested information relating to grounds maintenance and cleaning: estate grading, satisfaction levels and complaints.	Awaiting response.
	Resident requested copies of meeting papers	Papers sent to all attendees on 11 June 2021
	Resident on the Southampton Way estate requested a radiator valve replacement programme for Stanswood Gardens.	Log sent to all attendees on 11 June 2021
	Resident on the Brandon 2 estate requested an estate wide radiator bleeding programme.	The district heating team will consider this request and contact the resident directly.
	Chair requested attendance by finance officers at next meeting to discuss grounds maintenance and cleaning charges during pandemic	The council is currently considering this request for a reduction in charges and will advise residents of its decision in due course.
South	No outstanding questions from the forum.	