



Clapham Area Housing Forum

Date: Thursday 17 November 2016

Venue: Clapham Methodist Church Hall
121 Clapham High Street
London SW4 7JR

Time: 7pm to 9pm

Clapham Area Housing Forum

To ward councillors, area forum delegates and TRA representatives

I am pleased to invite you to attend the next meeting of the forum which will be held at 7pm on Thursday 17 November 2016.

Clapham Methodist Church Hall, 121 Clapham High Street, London, SW4 7JR

Agenda

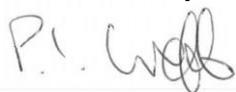
Item	Subject	Presenter	Page	Length	Time
1	Welcome, Introductions & Apologies	Ron Hollis		10 mins	19:00
2	Notes of last forum – 15 September 2016	Ron Hollis	5	15 mins	19:10
3	Matters arising and action log	Ron Hollis	9	15 mins	19:25
4	Resident Engagement Changes	Paul Webb	11	15 mins	19:40
5	Area Manager Report	Paul Webb	19	15 mins	19:55
6	LHS Report	Des Vincent	25	15 mins	20:10
7	Responsive Repairs Report	Gary Dynan	31	10 mins	20:20
8	Tenancy Services Report	Tunde Akinyooye	35	10 mins	20:30
9	Estate Services Report	Joyce Guiste	39	10 mins	20:40
10	Any Other Business	Ron Hollis		10 mins	20:50

The meeting is expected to end at 9pm. Please note that individual items will not be taken during the meeting.

There will be a surgery for individual items from 6:30pm to 7pm.

For any other needs such as disability access, please contact Doreen Francis on 020 7926 0762.

Yours Sincerely



Paul Webb
Area Housing Manager
Email: pwebb2@lambeth.gov.uk

Agenda Item 2 – Notes of last forum

Clapham Area Housing Forum
15 September 2016
7:00 to 9:30pm
Clapham Methodist Church

Name	Estate/Area
Ron Hollis (RH)	Poynders Gardens Estate
Jonathan Harbourne (JH)	Edmundsbury Court Estate
Lynn Lazenby (LL)	Poynders Gardens Estate
Joyce Wilson (JW)	Bowlands Road Estate
Norma Browne (NB)	Bedford Road, Clapham Worth
Eva Bimms (EB)	Bedford Road, Clapham Worth
Martina Beltran (MB)	Nelsons Row
Alethea Wilson (AW)	Olive Morris House
Kim Brown (KB)	Bedford Road, Clapham Worth
Jon Pearce	Bedford Road, Clapham Worth
Toni Morris (TM)	Solon New Road
Esther Serwanga (ES)	Abbott Court
Bernice Lee (BL)	
Paula Dias (PD)	Battersea

Officers: Paul Webb (PW), Area Manager
Tunde Akinyooye (TA), Tenancy Services Manager
Joyce Guiste (JG), Estate Services Manager
Erin Healy (EH), minute taker

Councillors: Councillor Diana Morris (Cllr DM)
Councillor Christopher Wellbelove (Cllr CW)
Councillor Tim Briggs (Cllr TB)
Councillor Linda Bray (Cllr LB)

Apologies: Councillor Bernard Gentry
Councillor Sally Prentice
Judith Green
Linda Penedo
Ros Munday
Mat Wyatt

Item		Action
1	Welcome/Introductions	
1.1	Meeting commenced at 1910. RH explained forum was for Clapham Area tenants. PW highlighted that the meeting is not quorate and therefore could not go ahead as a forum meeting. PW also raised that this is not a public meeting, but a meeting for elected delegates from registered TRAs. RH proposed that meeting should go ahead as there are no decisions being taken.	
1.2	Delegates, officers, councillors and members of public introduced themselves.	
2	Minutes of last forum	
2.1	Minutes were not reviewed for accuracy.	

3	Matters Arising / Action Points	
3.1	AP2 – Report has not been written due to the need to carry out an audit of number, size, and location of washrooms/storerooms. There are some that have been put back into use, for example as a homeworking location. JH asked what might happen with ones that are in use. PW said this will be looked into and use arrangements formalised.	
3.2	AP3 – RH noted that the response does not answer the issue raised. JG clarified that the recent walkabout highlighted two areas that can be brought back into use and the TRA will be informed of any proposed works and timescales for carrying these out.	
3.3	AP4 – RH noted that the response does not address the issue raised. TA clarified that the question was specifically about grants to carry out external works. RH asked that options for addressing damp problems be brought to the next forum meeting. JG reminded attendees that problems should be reported to responsive repairs rather than waiting for capital works to be carried out.	MW
3.4	AP5 – JH reported that the quality of works on the Edmundsbury tarmac and bricks were not up to the standard that was expected. JG noted that surveyors can attend and post-inspect the works and if necessary raise rectification orders.	
3.5	MB raised that the windows on the street properties of Nelson’s Row are not good and there have been no works done to them nor are there any on the schedule of works to street properties. PW will arrange for an inspection and get an update on when works will take place.	MW
3.4	JP raised that the Bedford Road street properties also have not had window works and they would like to know if and when these will take place. PW will investigate and respond to individual.	MW
4	Area Manager Report	
4.1	RH asked if tenants who require support with painting and decorating are receiving support when they are sent paint packs. PW noted that the Service Plus initiative does work with vulnerable residents and there is also a handyman service that can assist tenants on occasion.	
4.2	It was suggested that perhaps training schemes, such as with Prince’s Trust, can be used to help some tenants paint and decorate their properties. PW will investigate options of voluntary sector.	PW
4.3	Cllr CW asked what checks are done before a tenancy is started and provided an example of a vulnerable tenant that recently moved onto an estate in his property. PW noted that the properties are brought up to an agreed lettable standard and safety checks are carried out. This is the standard that a surveyor inspects against.	
4.4	PW reported that the Central Area office may move to Blue Star House in Brixton in advance of change to working from the new town hall. Feedback on potential move to Brixton was positive.	
4.5	Councillors queried the reported stats on responses to complaints and MEs. PW noted that the stats are sent to him, but he can look into any responses that are thought to be late. It was noted that some councillors do not use the formal enquiry process and if so, these responses would be outside of the figures used for stats reporting.	
4.6	Door entry systems are being considered for Notre Dame and there will need to be leaseholder consultation due to financial implications under Section 20. Cllr TB asked if the costs to leaseholders can be offset by the money that has been received via the mobile phone masts on the estate. RH noted that this might not be possible as the monies are now	PW

	pooled for resident activities across the borough rather than just used on the estate where the masts are located. PW will investigate this option.	
5	Tenancy Services Report	
5.1	RH noted that tackling nuisance/ASB has improved. RH reminded forum to continue reporting ASB when it is happening.	
5.2	TA acknowledged that the issues on Solon Road estate are part of an on-going community safety focus and that Lambeth is working closely with the police to address the problem. TA will raise issue of urination on street with community safety.	TA
5.3	Attendees were advised that they should provide as much evidence as possible and if perpetrators are tenants or visitors to tenants then action can and will be taken.	
6	Resident Engagement Strategy – Area Boards	
6.1	RH presented draft paper for new Area Boards and Resident Assemblies and discussed proposals with attendees. Concerns were raised about lack of democratically chosen representatives to boards and assemblies.	

Action Points

1. MW to investigate damp at Edmundsbury Court estate and report back on works that can be carried out to rectify the problems. **UPDATE 23 September 2016: Installation of kitchens and bathrooms are in progress on Edmundsbury Estate, but there is no funding/allocation for any additional works.**
2. MW to arrange inspections of Nelson's Row street properties windows.
3. MW to arrange inspections of Bedford Road street properties windows.
4. PW to investigate voluntary sector options for providing painting and decorating support to vulnerable residents. **UPDATE 13 October 2016: A potential partnership with Age Concern is being explored, which would facilitate decorating and gardening to elderly residents. New tenants and particular care leavers are already sign posted to schemes operated by the voluntary sector who offer support in helping to maintain tenancies.**
5. PW to investigate if mobile phone masts monies can be used to offset the capital costs of installing door entry systems on Notre Dame estate. **UPDATE 13 October 2016: The total budget across the Borough is currently £180k pa currently which funds the getting involved grants, edible living and the digital hubs. This doesn't include income from the new masts being installed such as Notre Dame & St Matthews which will increase the annual budget ton £320k. Each mast generates between £5k & £8k pa so Notre Dame's new mast would not be able to contribute much to any capital programmes if it was ring fenced. It would also not be possible to use this income to offset any leaseholder capital works as this money is HRA.**
6. TA to raise issue of frequent urination on public highways near Solon estate with community safety team. **UPDATE: 17 October 2016: This matter has been brought to the attention of the community safety unit and they have agreed to deploy resources to deal with the problem.**

Agenda Item 3 – Matters Arising and Action Log

Area Housing Forums Action Tracker 2015-2017

Forum	Meeting Date	Action	Officer	Update	Date of Update	Completed Y/N
Clapham	09/07/2015	AJ to provide details on proposal to reduce wrongly completed jobs from 10%	Andrew Jacques	When the solutions team first formed it identified in excess of 10% of jobs had outstanding and/or defective work associated with them. Physical post inspections (more reliable than telephone surveys) currently reports 90% + repairs have no defects and/or outstanding work.	26/09/2016	Y
Clapham	15/09/2016	MW to investigate damp at Edmundsbury Court estate and report back on works that can be carried out to rectify the problems.	Mat Wyatt	Installation of kitchens and bathrooms are in progress on Edmundsbury Estate, but there is no funding/allocation for any additional works.	23/09/2016	Y
Clapham	15/09/2016	MW to arrange inspections of Nelson's Row street properties windows.	Mat Wyatt			N
Clapham	15/09/2016	MW to arrange inspections of Bedford Road street properties windows.	Mat Wyatt			N
Clapham	15/09/2016	PW to investigate voluntary sector options for providing painting and decorating support to vulnerable residents.	Paul Webb	A potential partnership with Age Concern is being explored which would facilitate decorating and gardening help to elderly residents. New tenants and particular care leavers are already sign posted to schemes operated by the voluntary sector who offer support in helping to maintain tenancies	13/10/2016	Y

**Area Housing Forums Action Tracker
2015-2017**

Clapham	15/09/2016	PW to investigate if mobile phone masts monies can be used to offset the capital costs of installing door entry systems on Notre Dame estate.	Paul Webb	The total budget across the Borough is currently £180k pa currently which funds the getting involved grants, edible living and the digital hubs. This doesn't include income from the new masts being installed such as Notre Dame & St Matthews which will increase the annual budget ton £320k. Each mast generates between £5k & £8k pa so Notre Dame's new mast wouldn't be able to contribute much to any capital programme if it was ring fenced. It would also not be possible to use this income to offset any leaseholder capital works as this money is HRA.	13/10/2016	Y
Clapham	15/09/2016	TA to raise issue of frequent urination on public highways near Solon estate with community safety team.	Tunde Akinyooye			N

Agenda Item 4 – Resident Engagement Strategy Consultation Report

Purpose	1 To formally consult with both Leasehold and Tenants Councils regarding the Cabinet proposals to change the resident engagement structures and invite observations to be made to the proposals by 25 November 2016.
Summary	The Council agreed at 9 November 2015 Cabinet to propose changes to the formal engagement structure for tenants and leaseholders and specifically the area forums and Borough wide bodies. This report details those proposals, and asks for observations to the proposals to be made by 25 November 2016.
Key risks	None
Financial implications	The current cost of the forums is over £125k pa and with the budget reductions needed over the next 4 years, this will have to be reviewed otherwise additional reductions in services will have to be found elsewhere.
Recommendations	Leasehold Council and Tenants Council be asked to make formal observations to proposals on the new engagement structure by 25 November 2016.

1 Background to the proposed changes

- 1.1 In the November 2015 Cabinet report, Improving Housing Management Services and wider Integration, it was noted there is an appetite to re-vamp resident engagement to address some of the issues in the structure as well as develop the new ways of working which had already started. It went on to say that throughout the pre- and post- reintegration of Lambeth Living consultation with tenants and leaseholders there has been a consistent message that residents are not properly communicated with and the engagement that is on offer does not reflect what people want.
- 1.2 These views had been collated from a resident survey in February 2015 when a clear majority of 1722 residents completing the survey said they wanted better scrutiny and involvement. This was on top of workshops held in the Area Housing Forums about better engagement and feedback from the 2014 Star survey which confirmed general dissatisfaction with engagement.
- 1.3 The report stated the Council had a very traditional engagement structure with a large number of forums. Some forums had been set up to deal with individual service issues such as the contractor meetings but this had not stopped these issues being raised in other forums. There was also a duplication with officers reporting to different forums on the same items.
- 1.4 There are potentially 80 area based forums per annum (Area Housing Forums, Area Leasehold Forums and Contractor meetings), nearly 7 per month. Attendance has become an increasing issue in the forums with two Area Leasehold Forums not meeting for over a year (Norwood and Stockwell & Vassel) and 20% of the Area Housing Forums being inquorate in the past year. A majority of Tenant and Residents Associations (TRAs) do not regularly attend Area Forums and whilst it is claimed this is because there is no decision making now at Forums,

it is more likely these representatives see little value for them in attending. In addition there is an increasing divergence in forum representatives reflecting the diversity of the tenure group as representatives tend to be over represented by older, white residents. The current structure is appendix A.

- 1.5 Similarly with the Borough wide forums (Tenants Council and Leasehold Council), with Executive meetings, these forums met eighteen times per annum. Sometimes items were duplicated between the two borough wide forums whilst again there was concern about the lack of attendance by some TRA representatives.
- 1.6 Therefore there was an issue about the existing structure being fit for purpose before the Government changed the rules and forced rent reductions of 1% pa for four years. This means Lambeth will lose about £30m over this period. It is therefore imperative that budget reductions are made whilst protecting frontline services, and introducing fit for purpose structures that deliver value for money. This will necessarily impact on the resident engagement structure. The current structures cost a minimum of £120k per annum mainly in officer time. This is primarily borne by the Housing Revenue Account (HRA) as the current management fee paid by homeowners does not cover the full staffing cost of the homeownership service let alone wider engagement work such as Leasehold Council. Therefore any new structures need to be mindful of the budget reductions as well as who pays for the engagement so there is no subsidization by tenants of leaseholder engagement.
- 1.7 Recent benchmarking confirms many other London Local Authorities are undertaking similar reviews of their engagement structures. Some such as Brent and Newham have done away completely with their formal structures. Most are streamlining their structures because of the budget reductions. These are detailed in appendix C.

2 The proposals

2.1 Area structures

The proposals recommend streamlining the six Area Housing Forums, four Area Contractor Forums and six Area Leasehold Forums into three Area Boards to reflect the area contract boundaries. It is proposed these Boards are to concentrate on monitoring the Area Office and contractor performance as well as service improvements on behalf of both tenants and leaseholders.

The Boards will be supplemented by Service Review Groups (SRG) who will be delegated to review service areas in greater detail. The Boards will recommend membership of the SRGs but it won't be confined to Board members. If a resident or TRA has a particular interest or experience in the service area they can also be recommended for the SRG.

2.2 Borough wide structures

The proposals recommended changing the Tenants' Council and Leasehold Council to bi-annual Resident Assemblies to oversee all policy and strategy consultations. Priority to attend the Assemblies would be TRA reps and tenant and homeowner members of Lambeth 500.

2.3 Resident Panels

It is also proposed Resident Panels be set up to work with specific business areas on service reviews and improvements. The most advanced of these is the Virtual Panel for homeowners where residents will be asked for feedback on service

initiatives and issues. These will be recruited from interested residents by advertising the panels through Council publications and the TRA newsletter.

2.4 The proposed revised structure is contained as appendix B. It is split between the Area Board side which is primarily responsible for service improvement, and the strategic which will be the main consultation side. By separating off the consultative responsibility it will enable residents to concentrate on service provision and its improvement. This will more effectively hold the housing department and contractors to account for their performance by just concentrating on service provision and not duplicating it across a number of forums as currently. This largely mirrors what Housing Associations have done as well as Local Authority structures where decision making is separated from a scrutiny role.

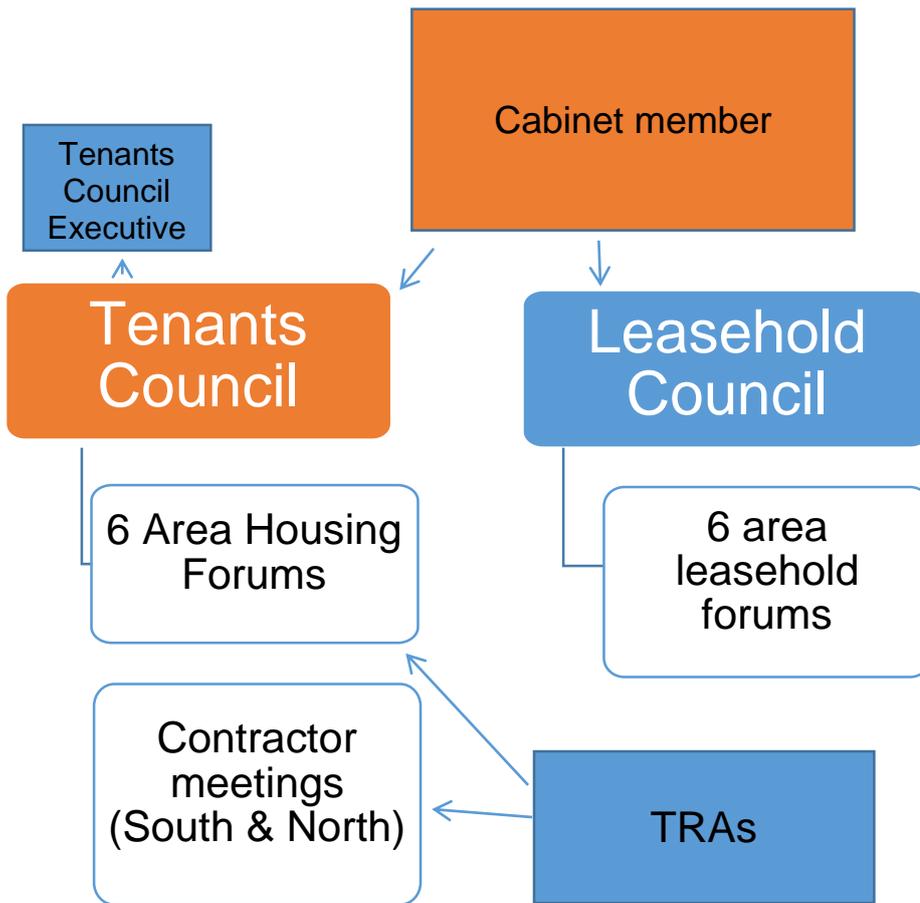
3 Consultation process

3.1 Since the Cabinet report in November 2015, the proposed changes have been subject to a survey of all residents of which 1261 responded, the majority supportive of the proposals. Both Tenants' Council and Leasehold Council have considered the proposals on the back of feedback reports of the survey results in May and July 2016. In addition Tenants' Council Executive has made some suggested amendments to the proposals which will be considered by Cabinet in February 2017.

3.2 However, both Leasehold Council and Tenants' Council are now asked to formally submit their observations on the Proposals or any alternative proposal within the consultation timetable listed below

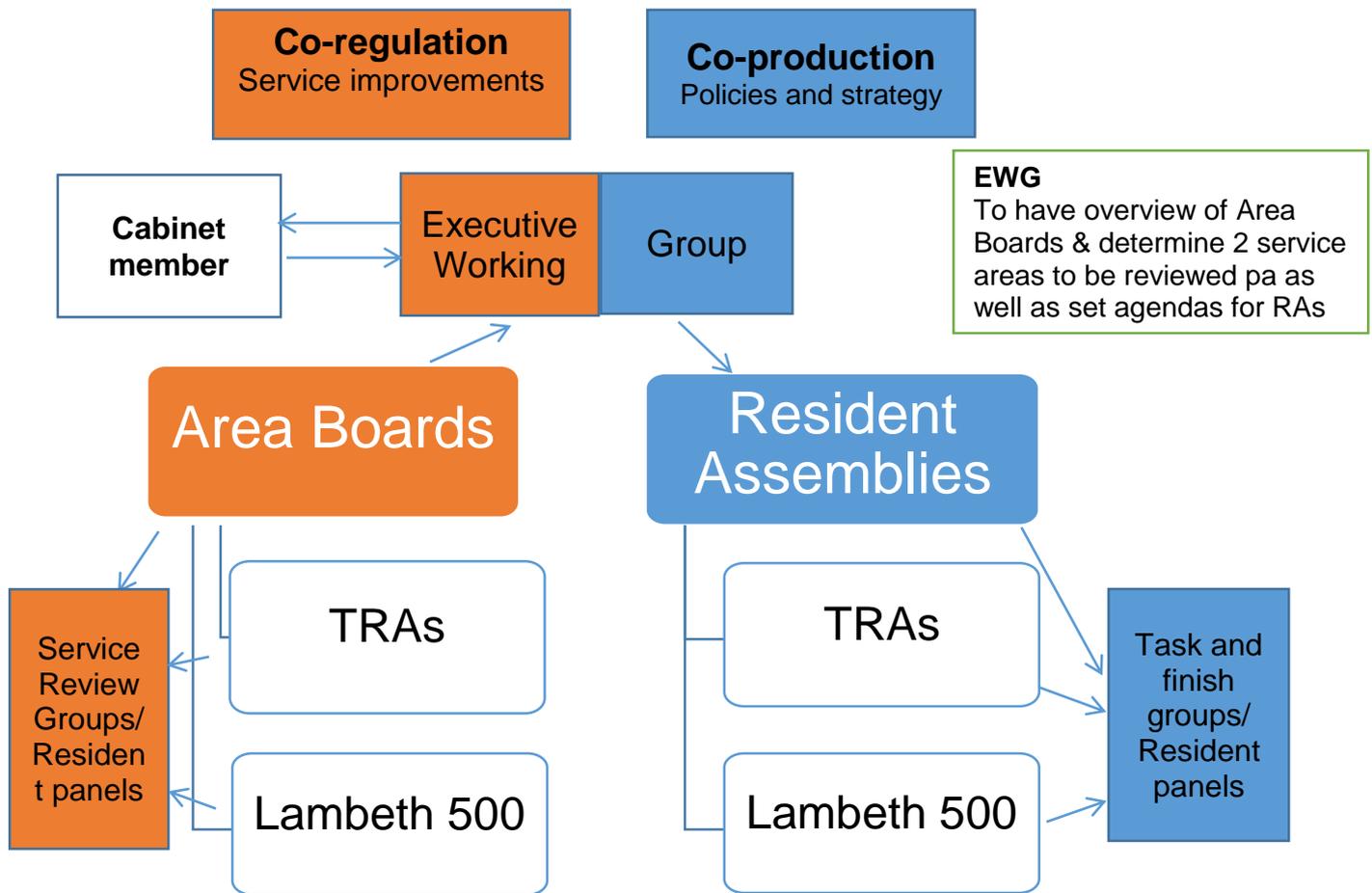
Timeline	Consultation	Comments
17 October	Leasehold Council Tenants Council	Formal consultation document issued to both LC & TC representatives
	Leasehold Council	Proposals formally discussed.
10 November	Tenants Council	Proposals formally discussed.
November 15-23	AHFs to discuss formal proposals	AHFs already scheduled.
November 10-23	ALFs to discuss formal proposals	Agree joint ALFs to cover two not meeting currently
25 November	End of consultation	
9 December	Review consultation feedback	
6 February 2017	Cabinet report	Feedback on consultation & final decision on new structures.

Appendix A - Lambeth – current engagement structures



<p>Tenants Council</p> <ul style="list-style-type: none"> • Traditional meeting structure. Procedure matters over dominate (minutes/matters arising can take up at least 30 mins). • No work programme & little co-production feasible. • Receives motions from AHFs. None received in over Two years 	<p>Leasehold Council</p> <ul style="list-style-type: none"> • Traditional meeting structure. Procedure matters over dominate (minutes/matters arising can take up at least 30 mins). • No work programme & little co-production feasible
<p>Area Housing Forums</p> <ul style="list-style-type: none"> • Consultation and scrutiny role. • Traditional meeting forum & quite adversarial. • TRA reps not representing diversity of tenure group e.g. younger, BME tenants • Problem with attendance generally but South, Brixton & Clapham been inquorate about 20% in past 12 months. 	<p>Area Leasehold Forums</p> <ul style="list-style-type: none"> • Mirror AHF structure • Traditional meeting forum. Subject matters duplicate AHF items. • Attendance generally declining until major works. Still two areas not met for over 12 months (Norwood & Stockwell & Vassel).
<p>Contractor meetings</p> <ul style="list-style-type: none"> • Inconsistent in Central don not have. • Tend to repeat issues raised at estate walkabouts/surgeries 	

Appendix B - Lambeth – Proposed new engagement structures October 2016



<p>Area Boards</p> <ul style="list-style-type: none"> • Concentrate on service improvements. • Have annual work programme of key service areas to monitor performance but ability to prioritise if required. • Recommend to EWG services to be reviewed. 	<p>Resident Assemblies</p> <ul style="list-style-type: none"> • Main consultation body for housing policies and strategies albeit a T&F group may have done all co-production or Assembly agrees to set up a T&F to look at policies and strategies. • EWG sets agendas but also picks up issues from RA to be progressed.
<p>Service Review Groups</p> <ul style="list-style-type: none"> • A T&F group brought together to look at a specific service area agreed by EWG. May be chosen because of performance issues; VFM or priority area for re-configuring service. 	<p>Task & Finish Group</p> <ul style="list-style-type: none"> • Drawn from interested residents to co-produce policy and/or strategy.
<p>Resident Panels</p> <ul style="list-style-type: none"> • Reviewing/involved in operational matters. Examples include complaints reviews and mystery shopping. 	<p>Resident Panels</p> <ul style="list-style-type: none"> • Resident led on areas where policies/procedures being review. Examples include fly tipping policy and Homeowners Virtual Panel.

Appendix C

	No	Type of engagement structure
Hounslow	3000	Formal Community Forum structure which LHs can be involved in.
Islington	8500	No formal Engagement structure except through Scrutiny and representations from Islington Leaseholders Association.
Waltham F	2100	Area Forums: One per year plus a resident's day.
Redbridge	2500+	Longstanding LH Forum which meets every two months to discuss general leaseholder issues. There are approximately seven members. Also Resident Housing Panel (face to face). And Annual Conference for tenants and LHs
Southwark	15000+	Creating a new function to look after homeowner matters (excluding SC billing and collection), My Southwark Homeowners Agency. The Agency will act at arm's length to the council, advocate for homeowners in legitimate disputes and challenge the council whenever it sees something wrong. The service will be overseen by a new board, the My Southwark Homeowners Board, which will be made up of homeowners and other professionals with an interest in homeowner matters.
Greenwich		Just set up Housing Scrutiny. No LH Forum, but have borough wide Tenants Forum currently under review due to cost. There was a Leaseholder Improvement Group, but became dysfunctional and was disbanded and not replaced. Leaseholders interests are covered by Tenants and Residents Associations
Newham	6500+	Moved away from borough wide Tenant Liaison Committee structure and introduced 'Citizens Panel' - with virtual involvement as well as Focus Groups, Surveys etc. Tenant's Federation closed down, and now NO T&RAs. Cost driven review.
Haringey	4000+	Done away with Forums (dysfunctional), but still have RAs (50, 20 active) Involvement through Task & Finish Groups and Officers attend local meetings. Engagement App and Website being launched in October. Will be door knocking to find out what residents are interested in who then become part of virtual panel in own area of interest.
Camden		LH Forum traditional formal structure across five districts with Committee of four and monthly meetings with one AGM. Similar TA structure. Also have resident's virtual panels. No separate LH Forum.
Hackney		Keeping the 70-80 TRAs and five Area Panels. LHs no longer have a Forum and must engage through the TRA structure. The TRAs nominate reps for the Area Panels. The level above this (Board/Exec etc.) is under review following the re-integration and Board has been disbanded whilst this happens. There is a Leaseholder Open Day once a year but no LH Forum or separate engagement structure for LHs.
Lewisham		Lewisham Homes previously had two Area Panels which combined to one. The Area Panel comprised of members of Tenants and Residents Associations. In 2016, that Panel was renamed Resident Engagement Panel and the Terms of Reference changed to include any Lewisham Homes secure tenant or leaseholder to membership. The Resident Engagement Panel is a Consultation Panel for Service delivery and improvements and Policy/Strategy consultation. Below this Panel sits the Resident Scrutiny Committee, which is comprised of members of the Resident Engagement Panel and interested Lewisham Homes residents.
Tower Hamlets	11000	Have active T&Rs but most engagement activity is built around resident working groups which are themed by service area: Repairs, Environment; ASB; Customer; and Leasehold Development; There are five service areas. Each service area group contains both LH and tenants except the Leasehold group which only has LHs.
Enfield		Most activity is through The Federation of Enfield Residents' & Allied Associations

Agenda Item 5 – Area Manager Report

Purpose	To update the Area Housing Forum on current performance across a range of key services and progress on service improvement initiatives and key current issues affecting the Housing Service
Summary	This report provides and summary of performance against the key targets and provides an update on current service issues affecting the Central Area.
Key risks	<p>This report highlights current performance against agreed targets. It is vital that services continue to improve and that the central area team works in a coordinated way to ensure the basic customer priorities are delivered otherwise the key aim of improving customer satisfaction will be at risk.</p> <p>There is also a risk that the delivery of key priorities is affected by the performance of key partners and contractors such as the police, Pinnacle and Morrison. To ensure this risk is minimized it is important that relationships with key stakeholders is managed effectively and that strong performance management of contractors is maintained.</p>
Financial implications	The key priorities identified within the Central Area Service Delivery Plan are delivered within revenue budgets. Where possible it is intended to maximize use of resources by developing a more proactive approach to service delivery and by working in partnership to identify external funding sources.
Current Performance and Next Steps	<p>Current Performance</p> <p>In response to a request more detailed information separate reports have been included within this Forum agenda to cover Repairs, Tenancy Enforcement and Estate Services.</p> <p>Voids</p> <p>Current performance both in terms of the average time to let each empty home and customer satisfaction remains in the upper quartile of Housemark benchmarking. However, there has been a slight increase in the average time to let short cycle voids over recent weeks. This increase has predominantly caused by delays in specific tasks associated with the letting process including; carrying out of pre-tenancy verifications, asbestos checks and letting of properties on regeneration estates for temporary accommodation.</p> <p>The chart at APPENDIX A shows the number of empty homes both for short cycle and long cycle and the trend over recent weeks.</p> <p>Although voids performance remains positive it is recognised that there is a need to continually improve and tackle current blockages in the voids process. A recent audit of Voids management has highlighted a number a recommendations. In response to the audit and within the aim of general service improvements recent service improvements include;</p> <ul style="list-style-type: none">• Introduction of 'paint and decorating packs' for new tenants. These will consist of paint and other decorating materials delivered to tenants homes by identified suppliers and are an alternative to B&Q vouchers currently issued where it is recognised a property is in need of decorating• Improved sign up process

- Redefinition of long term voids
- More consistent definition of decant properties
- Review of key to key process
- Improved performance management
- A recommendation to integrate voids management into the choice based lettings process
- A review of short cycle definitions

Rent Collection

APPENDIX B shows the current performance for rent collection. Although as anticipated the welfare reforms are having an effect on the ability of some tenants to pay, performance in terms of rent collected remains in the upper quartile.

Customer Care

Early Resolutions

Early resolutions are the first stage of our complaints process. Enquiries are logged and allocated to the relevant team for a quick and efficient response. Customers are contacted within one day and a plan of action is agreed to bring resolution. The majority of enquiries we receive are directed to colleagues in the responsive repairs team.

Total number YTD	333	Number for Sept	48
Customer Services	42	Customer Services	8
Disrepair	5	Disrepair	0
Voids	4	Voids	1
Estate Services	57	Estate Services	5
Enforcement Team	14	Enforcement Team	5
Responsive Repairs	211	Responsive Repairs	30

Local Resolutions

Local resolutions are raised if the customer is dissatisfied with the response to the early resolution or if an enquiry covers multiple issues requiring a co-ordinated approach. Responses are provided within 10 working days.

	Number due for response	Number answered on time	% answered on time
YTD	39	39	100%
	Number due for response	Number answered on time	% answered on time
September	5	5	100%

Members' Enquiries

Members' Enquiries are received by local ward councillors or MPs on behalf of their constituents. These enquiries are managed by the customer service team. Responses are provided within 10 working days.

	Number due for response	Number answered on time	% answered on time
YTD	95	94	98.9%
	Number due for response	Number answered on time	% answered on time
September	10	10	100%

Contacts

A contact is a communication from a customer requesting a service. Our response time is 10 working days. As at 10 October 2016 we had 96 outstanding contacts with three being overdue.

Bidding Support

We have provided 33 households with bidding support:

- 12 elderly
- 9 poor mental health
- 5 no access to internet
- 7 to facilitate a move

We have successfully assisted 10 applicants to move:

- 2 elderly
- 4 poor mental health
- 2 no access to internet
- 2 to facilitate move.

We continue to offer bidding support for 23 households each week.

Deaths – we have processed 23 deaths and 20 subsequent applications to succeed. 65% of succession applications are successful.

Mutual Exchanges

We have processed 12 applications. Of those six have been approved and have been processed within timescale. The remaining six did not go ahead due to various reasons including either party withdrawing, properties being subject to possession orders or properties being either too small or large for the incoming family.

Households in TA

Since 1 April 2016 we have admitted seven households into emergency temporary accommodation and three remain. The number of entries was increased due to three fires in Lyham Road, Bonneville Gardens and Chartham Court.

Temporary Decants

The central area currently has eight households temporarily decanted to another address to facilitate repairs to their home.

General Housing Management update**STAR survey**

The STAR survey is currently been undertaken across all Lambeth council owned stock. The survey involves about 9,600 of our residents will be chosen at random and asked to take part in the Survey of Tenants and Residents (STAR) to say how satisfied they are with the services Lambeth Council and Lambeth TMOs provide. Residents across the borough are being invited to take part in this year's survey and you may be one of the people selected. Residents have the chance to influence what we do, as we use the survey results to shape the way we deliver our services in the next financial year.

Residents are encouraged to complete the STAR survey and take the opportunity to have their voice heard.

Current Priorities

The area team has been recently affected by a number of staff leaving the service either as a consequence of accepting voluntary redundancy or following resignation. In the short term these gaps will not be filled. However, it is vital that we rearrange teams to ensure the effects on front line service delivery of these gaps is minimised.

It should be acknowledged that staff within the Central Area team have shown a willingness to work flexibly and to support each other to cover gaps in specific teams. In particular a number of offices have recently volunteered to take part in a pilot of an initiative to introduce a more generic patch officer across key estates. The details of this pilot are still under discussion but the key aim will be to extend the role of the estate housing officer to include ASB management and compliant resolution to a designated patch. The initial interest from staff across the area means that the patch sizes will be able to be reduced on most estates as part of this pilot.

APPENDIX C shows the rearranged estate housing officer patches. In addition we will ensure that priority is given to;

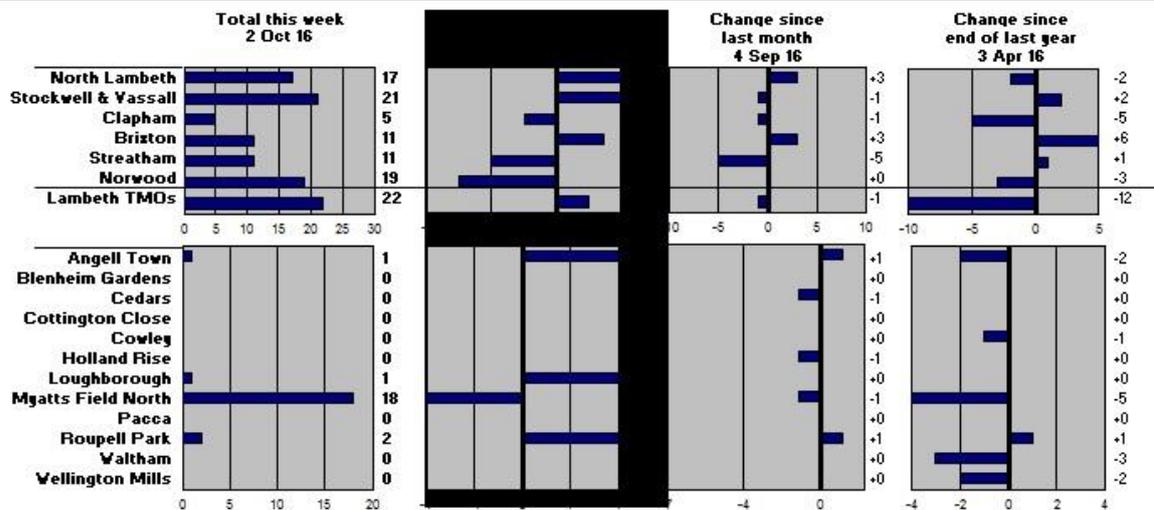
- Dealing with customer queries
- Health and safety inspections
- Tackling serious ASB
- Supporting vulnerable residents
- Delivering the programme of Wednesday Walkabouts and responding to the outcomes including developing bespoke estate plans
- Delivering high satisfaction with estates services, outcomes of ASB and empty property management
- Supporting resident engagement

Appendix A – Voids Performance

Shortcycle Empty Homes - Current Voids

These charts show many shortcycle empty homes there are in each office, and how much that number has gone up or down since last week, last month and the end of the last financial year.

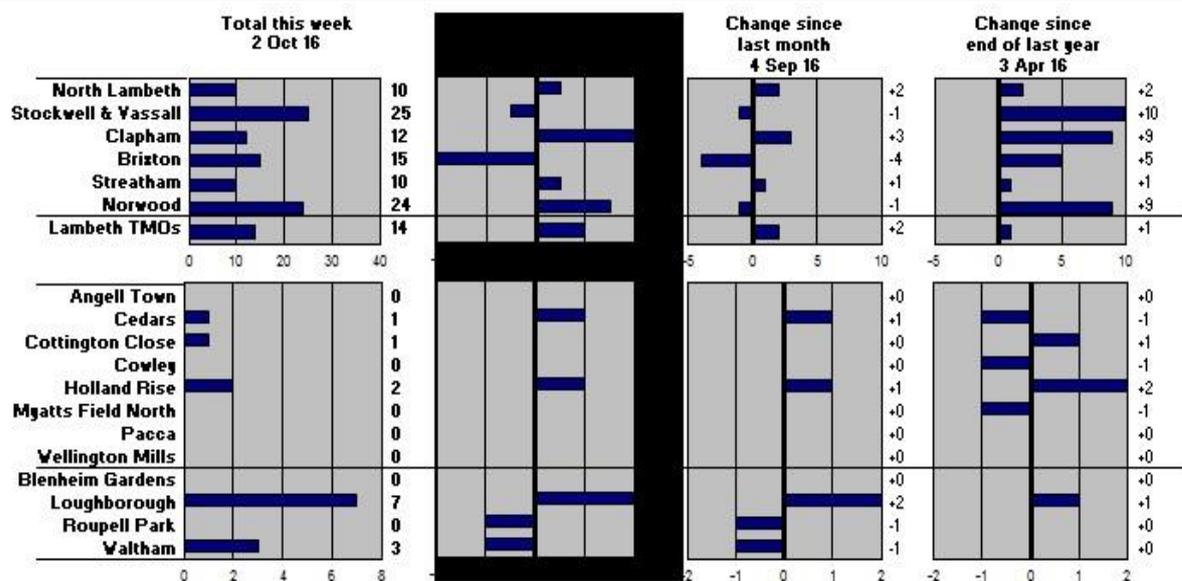
The responsibility for Myatts North TMO was passed to Regenter on 4th May 2012. PACCA is now managed by the North Area



Longcycle (ALMO) Empty Homes - Current Voids

These charts show many longcycle empty homes (for which the ALMO is responsible) there are in each office, and how much that number has gone up or down since last week, last month and the end of the last financial year.

The responsibility for Myatts North TMO was passed to Regenter on 4th May 2012. PACCA is now managed by the North Area



Appendix B – Rent Collection Performance

Week 27

RENT COLLECTION WEEKLY DIGEST

9 October 16

Week 27

RENT COLLECTION

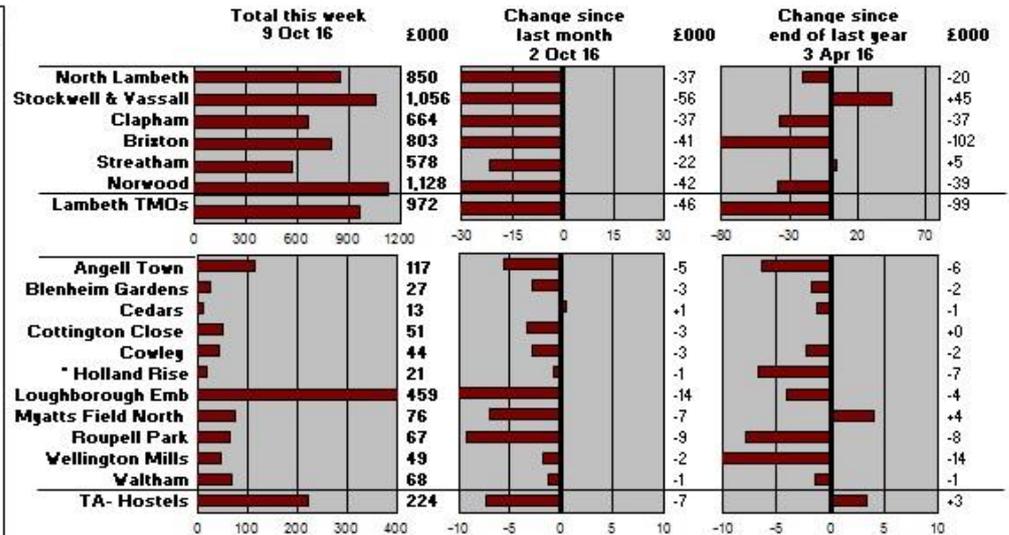
09 Oct 16

Office Performance

*** Please note that rent collection rates are skewed in the first few weeks of each financial year, since they only relate to a short period of time, and so do not properly represent payments from monthly payers***

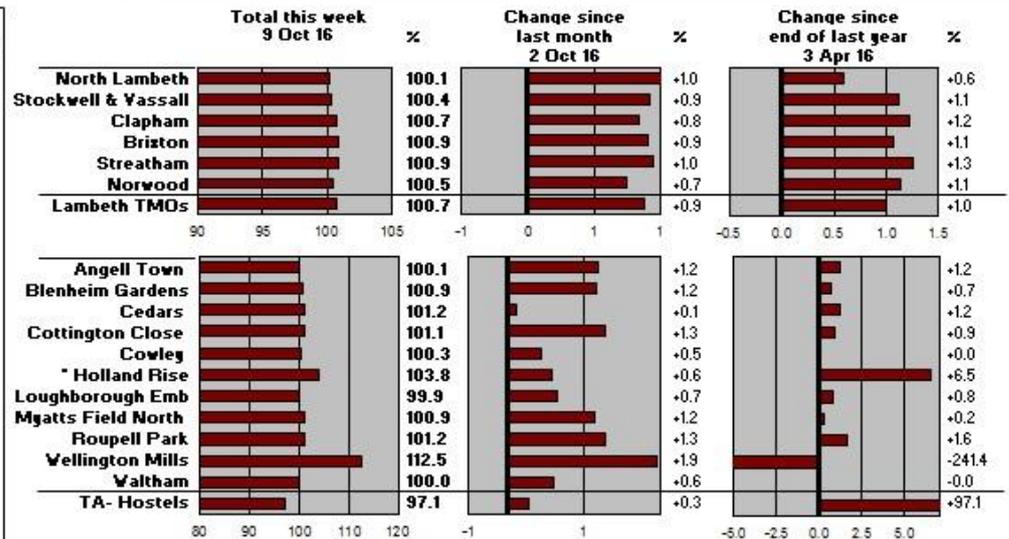
Current Tenants' Rent Arrears

The responsibility for Myatts North TMO was passed to Regenter on 4th May 2012.



Rent Collection Rate - in year

The responsibility for Myatts North TMO was passed to Regenter on 4th May 2012.



Agenda Item 6 – LHS Report

These schemes are listed in the current Lambeth Housing Standard (LHS) fabric and mechanical and electrical (M&E) programmes in the Central Area. Some schemes are carried over from 2014/15.

Communications on all schemes have been programmed and progressing well. Our continued close working with the area office and relevant departments are proving invaluable in improving customer satisfaction and driving performance. There have been some challenges due to level of staffing absent due to illness and officers who opted for voluntary redundancies.

All estate work is currently managed by either Mohammed Ullah or Michael Yoxall both managed by Andy Marshall, Senior Project Manager. All street property works are currently managed by Peter Alleyne who is managed by Peter De-Bique, Senior Project Manager. Whole-house refurbishment is managed by Verrol Harrington who is managed by Andy Marshall, Senior Project Manager.

We have consulted with the relevant offices for works that we wish to commence as first phase of next year's programme. We will continue to work more closely with other teams with regards to the siting of site compounds to facilitate the current and future programmes.

96 Street Properties – Tenants and Leaseholders – Year Three

This project is an internal and external package managed consultants John Rowan & Partners (JRP). The internal modernisation works commenced on 16 November 2015 and are complete. Properties where no access has been provided will be managed under a separate programme. The external works are in two batches and both batches are currently on hold due to budgetary constraints.

Introductory letters will be sent to residents advising of scope and validation exercise. The project is currently on hold and the timing of consultation will be revised accordingly
Section 20s to be issued once validations are approved

74 Street Properties – Self Delivery – Year Two

This is a whole-house, internal and external upgrades, Mears self-delivered project that is managed by Peter Alleyne. The internal upgrades are complete and external upgrades are proceeding. There is no formal sign off to undertake communications for external upgrades. Residents and area officers will receive direct formal communications from Mears.

Internal Estate Programme

Works have been completed and a mop-up programme for properties with no access will be scheduled for 2017/18 pending availability of funds. Updates have been served and all residents with outstanding works will receive letters.

External Estate Programme

Mat Wyatt is leading the delivery of these works, supported by external consultant JRP. Mears is the main framework contractor who will be appointed to the individual schemes subject to Section 20 observations. 15 estates are due to benefit from the delivery of these works and works will be delivered in five packages:

Package 1a - Virginia Cherry Laurel Walks

Works started on site in May 2016 and are due to complete on 7 October 2016. The last progress meetings/residents' surgeries were held on 14 September and 12 October 2016. Works are due to complete on the 28 October 2016.

Package 1b - Poynders Gardens

Works are in progress at Bronte, Hardy, Lear and Ash Houses. Generally work is progressing well and are due to finish on schedule in November 2017. The last progress meetings/residents' surgery was held on 14 September and 12 October 2016. One resident attended the meeting on 14 September.

Package 1c: Arlington Lodge

Works started on 12 September 2016 with the commencement of scaffolding to Phase 1 (block 1-16) and scaffolding will commence on Phase 2 (block 65-84) on 17 October 2016. Location of the off-site storage is via the suspension of parking in an area of St. Matthews Estate near Camsey House.

The first windows will be installed in two void flats (46 and flat 47) as pilot installations and can be shown to residents to illustrate what they can expect from the finished product. Expected completion date is 14 October and completion will be publicised to residents once we are happy with the finished installation/product.

A newsletter has been hand delivered to each of the Arlington residents outlining what to expect in the first few weeks of the contract and giving contact details for members of the project team. A further newsletter will be delivered by Mears in the coming days advising the residents of Phase 2 of the imminent scaffolding.

Package 2: Bowlands, Clapham Manor, Weir and Solon

Section 20 Notices were issued by Home Ownership Services on 12 February 2016 and were due to expire mid-March 2016, subject to observations having been met. The residents Section 20 consultation meeting was held on 3 March 2016. Commencement on site will be in 2017/18 following completion of M&E works. We will start on site on these schemes in the 2017/18 financial year following any TS works.

Package 3: Hertford, Bonneville/Deauville, Charles Barry, Wiltshire

The issue of the Section 20 forms is currently on hold pending review of the specifications. We will start on site on these schemes in the 2017/18 financial year following any M&E works.

Herne Hill is on hold pending discussions as to the materials that can be used for the scheme given its Locally Listed status. We continue to work with Home Ownership Services in clearing Section 20 observations and enquiries that arise.

Structural Schemes

This project is managed in-house by the South Area and supported by the Cost Management Team. The scheme accepts borough wide referrals. Responsive repairs have referred few schemes to be executed i.e. Belgravia house structural work, Nelson Row roof replacement and missed street properties around Lyham, Saxby, Claudia Jones street. We would also take referral of urgent or potential litigation cases. Information and communication updates would be tailored to individual property.

LHC Year Two Whole-house Refurbishment

This is being delivered in two separate packages. The whole-house project is managed borough wide by Verrol Harrington with Hunters acting as contract administrators.

Year 2 Whole-house 1 – Borough Wide - Internals

Kitchen and Bathroom refurbishments and electrical upgrades to tenanted properties. The main programme started at the end of March 2016 and is now complete. The contractor for the scheme is Mulalley. The scheme comprises of approximately 225 units.

Year 2 Whole-house 1 – Borough Wide - Externals

Major external works to leaseholder blocks. Letters have been sent to all leaseholders by Home Ownership Services. The contractor for the scheme is Mulalley. The scheme comprises of 96 structures which equates to 180 leaseholders. Works started at the end of August 2016 with anticipated completion March 2017 with scaffold being erected on a number of properties.

1-40 Deauville Court

External works to roof, windows, and walls commenced in October 2015 and were completed in May 2016. M&E works will follow to communal electrics and water mains which will be followed by final decorations internally – see TS report below. All kitchen/bathroom upgrade/electrical rewiring have been completed to the tenanted properties. A further newsletter will be issued to residents on completion of the decoration and M&E works advising them on any outstanding issues and the mechanisms for reporting any issues pertaining to the works.

Mechanical and Electrical (M&E) Works

Arlington Lodge

Scope of works includes: lift replacement, lateral electrical mains, communal lighting, and lagging of rooftop pipe work. Works commenced on rooftop lagging started on 25 April 2016 and is now 100% complete.

Works on lift replacements have commenced with phase one of two. The installation period will be 12 weeks for each phase with the last three lifts being returned to service late in October 2016. Works are progressing to programme with the first phase of three lifts 50% complete. Phase one of the lift replacement project is now complete with lifts now back for residents to use. Phase two of the lift replacement started on 27 June and works are to be handed back to the residents on 18 October 2016, two weeks sooner than scheduled.

- Consultation carried out on Thursday 21 January 2016
- Meet the contractors Thursday 14 April 2016
- The Arlington Lodge TRA committee were invited to the contractors monthly progress meetings. They attended the first on 20 May
- Newsletter was hand delivered on 22 July 2016 informing residents the first phase of the lift installation was completed and second phase to start 25 July 2016
- Newsletter to be sent to residents informing them the lifts will be back on line and able to be used.

Rewiring works are due to commence after the remedial repairs, which are to be carried out by Mears, have been completed. All Section 20 consultations have been completed. Resident of flat 121 has been moved to a new property.

Deauville Court

Scope of works includes: communal water tank replacement and/or mains boost system. Electrical works have now started and access to all properties gained for change over by 22 August 2016. Mechanical works commenced with delivery of materials on 6 June 2016. Works are now completed. Electrical works commenced on 13 July 2016 and are due to be completed 2 September 2016. Boxing out in hallways of new installed electrical works on going due to be completed by last week of October.

- Consultation carried out on Thursday 21 January 2016
- Newsletter + Programme was posted to residents on 2 June 2016
- All Section 20 consultations have been completed

Clapham Manor Estate

Blocks: Belmont Close (3-4, 6-24), Chip Street (1-7, 10), Clapham Manor Court Clapham Manor Street (7, 11, 15, 17, 21, 35, 39, 41, 49, 61, 63, 71-83, 88, 92, 93, 96, 98-103, 105-106, 108-118, 120-122, 124-126, 132, 161), Cresset Street (5-7, 9-12, 19, 20, 22, 25-36), Cubitt Terrace (7-38, 43, 48-68, 70, 72-84, 88-106, 108-110), Hickmore Walk (1-6, 9-11, 13-20, 22-31, 33-35), Knowles Walk (1-20) Stonhouse Street (25, 107, 109-129, 131-133, 135-137, 141, 143, 149, 151, 153, 157, 161-163, 167-171, 173-177)

Scope of works includes lateral electrical mains, communal lighting and communal water tank replacement. Electrical works started validation of on-going works. Works estimated to commence mid-October 2016 and are to be complete by February 2017.

- Consultation carried out on Thursday 21 January 2016
- Newsletter and programme to be hand delivered 12 August 2016
- All Section 20 consultations have been completed.

Solon Estate – Contract One

Blocks: Clowes, Damorie, Storace, Stuart, Thomas and Bedford

Scope of works includes lateral electrical mains, communal lighting, communal water tank replacement and extract ventilation. Works commenced end of June 2016 and are due to be complete by November 2016

- Consultation carried out on Thursday 21 January 2016
- Newsletter + Programme to be hand delivered during by 17 June 2016
- All Section 20 consultations have been completed

Bonham, Brockwell Drive, Gordon Grove Flats, Weir and Westbury – Contract Two

Blocks: Agnes House, Amesbury Tower, Anfield Close 1-39), Clare House, Dan Bryant House, Durrington Tower, Evelyn House, Florence House, Glanville House (1-10), Jewell House, Olding House, Quennel House, Weir House, West House

Scope of works includes lateral electrical mains, communal lighting, communal water tank replacement and mains water distribution system. Weir electrical works are due to be completed December 2016. Gordon Grove Flats electrical works are to be completed mid-October 2016. Site compound has been set-up, electrical works commenced in June 2016 and to be completed by March 2017, mechanical works started 2 October 2016 and completion is expected by 31 March 2017.

- Consultation carried out on 3 February 2016
- Newsletter and programme to be hand delivered during by 17 June 2016
- All Section 20 consultations have been completed

Hurst Street Estate – Herne Hill and Parkview Houses – Contract Three

Scope of works includes communal heating upgrade and internals. Works to commence in May 2016 with surveys and it is anticipated that physical works will commence in July 2016. Completion is planned for June 2017. Site compound set-up, approved by area office and in place.

- Consultation carried out on 10 February 2016
- Newsletter and programme was hand delivered on 11 April 2016
- Letter to Wesley Carlisle-Goldthorpe sent out 1 August 2016
- Site meeting inviting residents to be part of the ongoing progress reports held monthly
- Site visits by managers to individual residents answering questions or concerns they may have
- All Section 20 consultations have been completed

There is some resistance being felt from leaseholders which may have an impact on the programme, due to access into some properties.

Oaklands Estate – Eastman House – Contract Three

Scope of works includes communal heating upgrade and internals. Site compound has been set-up after agreement with the area office. Works commenced in June 2016 with surveys and it is anticipated that physical works will commence late June. It is planned for completion by March 2017.

- Consultation carried out on 9 February 2016
- Newsletter was issued in mid-May 2016
- All Section 20 consultations have been completed

Crowhurst Close Sheltered – Contract Four

Scope of works includes communal heating upgrade and internals. Asbestos panels on the communal walkways have been removed. Surveys underway, and it is proposed that installation works will commence at the beginning of July 2016 with completion by December 2016

- Consultation carried out on 4 February 2016
- Newsletter and programme to be hand delivered during by 10 June 2016
- Newsletter delivered 10 August 2016 (Explaining about the heating going off)
- All Section 20 consultations have been completed

There are a number of vulnerable residents in Crowhurst Close which may impede progress of the works.

Hertford Estate – Contract Four

Blocks: Elam Close (1-49), Horle Walk (1-54), Spicer Close (5-121)

Scope of works includes lateral electrical mains and communal lighting. Mechanical site compound was set-up in March 2016 after agreement with the area office. Works are due to commence in June 2016 with surveys and it is anticipated that physical works will commence late June. It is planned for completion by March 2017. Electrical site compound to be set up week commencing 22 August 2016. Electrical works started September 2016 and are due to be completed by March 2017

- Consultation carried out on 4 February 2016
- Newsletter and programme to be hand delivered by 17 June 2016
- All Section 20 consultations have been completed

Notre Dame Estate – Controlled Access Systems

Blocks: Batten, Bourne, Grover, Hewer, Mandeville and Westbrook Houses

To improve the security of the blocks by the installation of controlled access systems. Consultants have carried out the survey and currently preparing the options appraisal and feasibility document to determine the most cost effective methods of providing security. Once the options appraisal has been completed residents will be advised of the outcomes. Section 20 consultation will be required once the agreed methods and budget costs have been agreed. Residents are not agreeing to the additional charges for repairs and servicing of the system/s. Planning approvals for the installation of additional doors and screens.

Agenda Item 7 – Responsive Repairs Report

Purpose

This report contains information that relates to the performance of the repairs team and term contractor for the period between August and October 2016.

Below are a number of tables that highlight activity that relates to the management of responsive repairs, planned maintenance, voids and disrepair.

The report will highlight key areas of strength and identify areas of further improvements in responsive repairs performance.

Summary

The Central Area Repairs Team has seen staffing numbers reduce following the recent voluntary redundancies but through hard work and dedication we continue to work closely with our term contractor to improve performance in areas such as overdue repairs, tenant satisfaction and post inspections.

All KPIs have improved significantly and are upward moving, satisfaction and quality are moving in the right direction with the Central Area performing very well, compared to the North & South Areas.

Planned maintenance has increased and there are further projects being formalised with a view to roll out in 2016-17 following consultation.

Key risks

Staffing Levels – HR will shortly be sending out offer letters for seven new patch based surveyors. This will enable us to develop the preventative planned maintenance program and alleviate some of the pressures we have faced due to vacant posts within the areas. We will be interviewing candidates for the vacant senior surveying posts in the week commencing 24 October 2016.

Financial implications

Central Area spend is in line with projection, this includes significant investment on planned works with a number of projects completed.

Recommendation

Reduce disrepair numbers and deal with repairs at first point of contact.

Repairs Key Performance Indicators

Work stream	KPI description	Reporting Period	Target	All		Morrison	
				Value	Trend	Value	Trend
Responsive Repairs	Resident satisfaction	Year to date	85 - 90%	86.9%	↗	86.5%	↗
Responsive Repairs	Appointments made and kept	In month	90 - 95%	95.5%	↗	94.6%	↘
Responsive Repairs	Quality (post inspection)	Year to date	90 - 98% (10% Inspected)	94.2%	↗	89.9%	↘
				(1.0%)	↗	(0.9%)	↗

Work stream	KPI description	Reporting Period	Target	All		Morrison	
Responsive Repairs	Average time to complete emergency PR0 repairs	Year to date	0.5 - 0.1 working days	0.30	↗	0.14	↘
Responsive Repairs	Average time to complete emergency PR1 repairs	Year to date	1.5 - 1 working days	0.72	↗	0.47	↘
Responsive Repairs	Average time to complete urgent repairs	Year to date	4 - 3 working days	2.26	↗	2.15	↗
Responsive Repairs	Average time to complete non urgent repairs	Year to date	9 - 7 working days	6.00	↗	7.11	↗
Responsive Repairs	Average time to complete routine repairs	Year to date	25 - 22 working days	12.99	↗	13.28	↗
Responsive Repairs	Overdue repairs	Snapshot	1.5% - 1.0%	11.9%	↘	5.1%	↗
				(275 out of 2317)		(36 out of 707)	
Responsive Repairs	Repairs completed right first time	In month	85 - 90%	88.9%	↘	79.4%	↗
Voids	SCV turnaround time	Year to date	10 – 13 working days	-	→	-	→
Voids	LCV turnaround time	Year to date	20 – 25 working days	-	→	86.5%	↗

Voids LCV and SCV

	No. of voids 16/17	Average Work turnaround	% overdue Jobs
Voids			
Long Cycle Voids	197	18.1	N/A
Short Cycle Voids	106	8.7	N/A
Average cost			
Long Cycle Voids	£5,927.06		
Short Cycle Voids	£2,472.07		

Disrepair cases (current)

	No. of cases	Average turnaround	number of live cases (with Contractor)
Disrepair			
Section 11 cases	40	5 months	29
Threats	6	3 Months	4

IVRs and CVRs

	No. of variations in June/July/August	% Responded within target	Number currently outstanding
IVRs within 3 days	5452	4033 – 73%	150
CVRs within 5 days	2441	1948 – 80%	88
Value outstanding			
IVRs -150	£181,809.52		
CVRs - 88	£138,060.59		

Post inspection volumes and value outstanding

	No. Completed in the quarter (June/July/August)	% Pass rate	Number Currently outstanding with LL	Number currently outstanding with contractor
Over £2k Post inspections	44	35 – 79%	30	9

EWN and CDN

Date	issue	by	resolutions	EWN	CDN
	NONE ISSUED				

Budget and expenditure profile

	Actual
revenue voids	£476,510.52
capital voids	£593,256.68
planned	£355,211.40
responsive	£1,981,729.55
disrepair	£ 146,405.80
TOTALS	£3,553,113.95

Area Asset Manager Comments

The KPI reporting has recently changed. The contractor can no longer request an extension of time on a works order, instead, the contractor is monitored on the average time it takes to complete a repair. It is hoped that this will speed up the turnaround time for repairs and free up surveyors to concentrate on technical diagnosis and developing a patch based planned program

Performance – Satisfaction has improved again with overall resident satisfaction sitting at 86.5% in the third quarter which is an improvement on YTD figure of 83.1%. There was an increase in quality of work satisfaction from 86.5% to 88.5%

Voids – We continue to provide excellent void management and have the shortest key to key turnaround time. Quality of repairs has been maintained at a high standard, this is in part due to how voids are managed but also because of the work carried out by our contractor

Disrepair – Disrepair remains a risk and we have seen numbers rise again, we have recruited an experienced disrepair surveyor on a fixed term contracts who will take up the post in the next 14 days, once in post I expect numbers to reduce

Central Area Repairs Team – Housing Management has recently rolled out a performance management tool designed to manage staff more effectively. This has been welcomed by the central area repairs team. This will be used to further develop staff members and monitor individual performance on a week by week basis

Staffing – We hope to have all vacant posts filled by the second week in November. These equate to one senior surveyor and 2 patch surveyors, once these posts are filled we will be able to deliver a much more focused, dynamic and proactive service to our residents

Planned Maintenance – Weather-tight works are well underway at Cressingham Gardens and are ahead of schedule. Contractors will be on-site at Renton Close to carry out planned external fabric repairs and redecoration in November (date to be confirmed)

Agenda Item 8 - Tenancy Services Report

Purpose

To update the Area Housing Forum on Tenancy Services Team performance for the period April to September 2016

Summary

As at the end of September our case load consists of 12 high risk, 83 medium risk and 289 low risk anti-social behaviour cases. **Low risk cases** are minor neighbour disputes, minor breaches of tenancy, boundary and land issues. **Medium risk** would involve allegations of criminal activity, drug dealing, verbal abuse, youth nuisance, noise nuisance. **High risk** cases are those involving threats of physical assault, serious intimidation or harassment, racial incidents, domestic violence, serious damage to Lambeth Living property, insecure or abandoned premises.

We gave advice and assistance to 161 complainants and interviewed 184 alleged perpetrators of anti-social behaviour. We referred 26 residents for additional support, 24 cases were referred for legal proceedings to be issued, and 16 written warnings and 48 verbal warnings were issued. We obtained injunctions with power of arrest against three perpetrators of anti-social behaviour and four possession orders.

Key risks

Our aim is to put residents at the heart of everything we do. Residents' perception about how effectively we manage reports of anti-social behavior is crucial to how they regard their neighbourhood as a safe place to live which in turn informs overall satisfaction with Lambeth Council as a landlord.

Financial implications

None as a direct consequence of this report but failure to appropriately manage anti-social behaviour at early stages may lead to increased cost of litigation and officer time.

Recommendations

To note report and provide feedback

Current Performance and Next Steps

Lambeth is committed to ensuring that residents who live in properties we manage do not suffer distress, fear or insecurity as a result of nuisance or anti-social behaviour (ASB). We recognise that if ASB is not properly managed, it can have a significant and long term impact on individuals, families and neighbourhoods. We fully support residents' right to live in peace, free of any form of harassment and enjoy a good quality of life in their homes.

The area office has a dedicated tenancy enforcement. Due to voluntary redundancy, the team has lost two experienced officers and one officer had to leave due to performance issues. We apply the principles of prevention, education, rehabilitation and enforcement within an incremental framework, when responding to complaints of anti-social behaviour.

We have a dedicated resident support officer team to provide specialist and dedicated support to vulnerable residents to maintain their tenancy and live in peace. This may be due to disability, age, medical condition or very young or care leavers, etc. This aim is to ensure that these group of residents are able to live in peace in their homes and for care leavers and young tenants, to sustain their tenancies through education to understand their tenancy obligations especially not to cause nuisance or annoyance to neighbours.

The estate services team compliments the dedicated tenancy enforcement team. The estate officers who are out and about daily on our estates deal with most low level anti-social behaviour issues. They usually talk to residents to resolve minor neighbor disputes or issues to prevent them from escalation to something more serious.

ASB Statistics:

During the period under review we dealt with 35 environmental, 61 personal and 332 general nuisance cases.

Types of ASB: Definitions

PERSONAL: this is designed to identify ASB incidents that are perceived as either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large. It includes incidents that cause concern, stress, disquiet and/or irritation through to incidents which have a serious adverse impact on people's quality of life.

NUISANCE: this captures those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims. It includes incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life.

ENVIRONMENTAL: this deals with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments.

Enforcement Initiatives:

We always endeavour to ensure that our service is available to all our customers, we adopt a victim centred approach and that our response is appropriate and proportionate to the incident. We believe that the best way to improve customer experience is to keep residents informed at regular intervals.

We now have two "noise recording" equipment to monitor (which we routinely use for) reported noise nuisance cases that are below the statutory noise level which the Council's environmental health officer

normally attend to. This enables us to gather independent verifiable evidence of noise nuisance to support enforcement action.

By a far margin most of the cases we deal with are about noise nuisance. This is to be expected in an inner city area, like Lambeth where most of the properties we manage are flats and conversions with average to poorly sound insulation. In addition there has been a dramatic change in people's life style. Televisions in bedrooms in addition to the family one in the living room are now common; children and even adults playing computer games at all hours, more and more people working from home, more people living alone, more people living longer, etc.

Our approach to dealing with noisy neighbour involves encouraging residents to embrace some elements of give and take and talking to each other or mediation where this is possible. For loud music or barking dogs which could be heard outside the home, it is always advisable to keep a record of the time, date, duration which would provide crucial evidence if we have to take legal action for breach of tenancy condition.

We are making the best use of our data sharing protocol with the Metropolitan Police and use record of offending behaviour of individuals who live in our tenanted properties to explore appropriate action for breach of tenancy condition.

Another issue of concern to residents is personal possessions left in communal areas. We recognise that this is a moving target and we must do more to be on top of the issue. Instead of threatening eviction for breach of tenancy condition as the first response, we have adopted and are applying the principles of the law of trespass to remove personal possessions left in common areas after giving 48-hours' notice. Although this approach has raised the issue of door mat and flower pot in communal areas, but we'll not allow this to compromise our sensible and proportional approach to deter people from using the communal area for personal storage or littering.

We are taking this approach to routinely remove personal possessions in communal areas on the premise that the permitted use of the common areas is as means of access and exit to individual flats and residents do not have the right to use the common parts for storage. Therefore anyone who left their personal possessions in common areas would have done so NOT only in breach of contract but committing trespass on land belonging to the landlord.

Since we started to routinely remove residents' possessions left in communal areas to discourage their use for storage, reports of this type of nuisance/annoyance have reduced. It is disappointing that some residents are still leaving their personal possessions in the communal areas under one pretence or the other. However, our estate officers and caretakers will not relent to enforce the tenancy agreement until this type of nuisance, annoyance and irritation to residents is reduced to the barest minimum and eliminated.

Agenda Item 9 - Estate Services Report

Purpose

This report sets out information relating to Central Area Office Estate Cleaning and Grounds Maintenance performance and the actions undertaken to improve estate cleaning where resident satisfaction is significantly low.

Summary

The Estate Services team is responsible for ensuring estates are clean, free from hazards and the monitoring of Grounds Maintenance. The provision of estate cleaning and grounds maintenance is provided by the external contractor Mears. Residents' views of how well the service is provided are captured on a monthly basis by an external service provider who randomly selects residents from each estate and invites them to participate in a telephone questionnaire. Resident satisfaction therefore forms the basis for targeting specific estates where resident satisfaction is below 60%. In total 11 Priority Estates have been identified that focus the basis for increased inspections and other estate based initiatives to improve performance.

Key risks

Resident satisfaction with estate services is seen as a critical area to assess the quality of landlord services. Poor satisfaction is likely to affect both the brand and reputation of Lambeth Housing Services and lead to an increase in formal complaints.

Financial implications

None for the purposes of this report.

Current Performance and Next Steps

The resident satisfaction level for August was 68% for Estate Cleaning and for Grounds Maintenance was 80%. The resident satisfaction levels for the Central Area is disappointing and based on the resident satisfaction level. There is a performance plan in place to try and raise standards of cleaning. This includes increased priority inspections, more on site quality checks by the Estate Services Manager, Onsite inspections with the Caretaking Manager and Contractors, cross inspection by the Estate Housing Officers and walkabouts on estates with Tenant Residents Association, estate and block champions.

On examination of the comments some dissatisfaction is about the standard of cleaning and grounds maintenance, others around internal decorations and anti-social behaviour. The anti-social behaviour is with specific reference to people using drugs on our estates. Work will continue to ensure that the standards of cleaning and grounds maintenance is monitored. Performance will continue to be monitored through estate inspections, quality checks and post inspections.

Recommendations

Members are asked to note the content of this report.

Background

The overarching aim of the Estate Services Team is to ensure that the condition of internal common parts and external hard services are cleaned to a consistently high standard, estates are free from debris and hazards and best practice is maintained as it related to horticultural works.

Developing Estate Improvement Plans. The Estate Services team is working to ensure that its core focus is:

1. Estates report consistently high levels of resident satisfaction
2. Evidencing robust contract management with the contractor for estate cleaning and grounds maintenance
3. Developing innovative locally based services to improve estate cleaning, resident satisfaction and to increase resident involvement.
4. Developing Estate Improvement Plans

Performance August 2016 – Resident Satisfaction

Improving resident satisfaction will be a key driver for estate operation for the remainder of this year. The introduction of block and estate champions will be one of the ways that we will include to enable residents to carry out quality checks and assess the standards. Central Area has commenced a program to build upon year end performance that included improving the structure around intensive inspections for Priority and non-priority estates, and through Walkabout Wednesdays and gathering extra information to prioritize key actions. Work is also progressing on Estate Improvement Plans and identifying key Planned Maintenance work, in particular external decorations and improved estate roads.

Contract Management

Since April 2016 to date a total of 53 Non Conformity Performance Notices were issued to contractor Mears, to address areas of concern relating to estate cleaning, grounds maintenance and bulk removal. Bulk refuse has improved and a meeting will take place with the main stakeholders to examine and the address the issues related to bulk and plan a way forward. These areas will continue to be monitored through the Contract Review meetings, and robust contract monitoring will continue. The periodic cleaning for bin chambers and drains has been agreed, the cleaning schedules have been provided and these will be also be assessed in terms of quality and expected standards.

Priority Estates – 2016/17

As part of the year-end review process, core data has been utilized to identify this year's priority estates. Although a number of estates have been selected the overarching objectives of estate services is to ensure that a consistently high standard of cleaning is evidenced on all Central Area estates. In addition the criteria for selection for the other priority estates are set out below:

1. Year-end base line data
2. On-going estate ASB issues (Tulse Hill & Southwyck House)
3. Potential or known member/political issues (Tulse Hill).
4. Potential risks to Central Area (LHS/Major Works across the central area)
5. Regeneration proposals on Westbury Estate and Cressingham Gardens

The Priority estates for this fiscal year are:

1. Canterbury Gardens (including Sisulu Place & Wiltshire Road)
2. Bowlands Rd Estate
3. Cressingham Gardens
4. Tulse Hill Estate
5. Hertford Estate
6. Notre Dame
7. Clapham Manor Estate
8. Renton Close
9. Bonneville/Deauville Estate

Table 1 Resident Satisfaction on Priority Estates (%)

	Heath Road	Hurst St/Meath Est	Southwick House	St Matthews	Tulse Hill	Canterbury Gardens incl. Wiltshire Rd	Solon Estate	Bowlands Road	Clapham Manor	Edmundsbury Court	Poynders Gardens	Dumbar ton Court	Notre Dame	Estate Cleaning	Grounds Maintenance
Mar-16	52%	79%	78%	79%	82%	64%	83%	75%	69%	91%	82%	81%	79%	70%	81%
Apr-16	52%	82%	80%	75%	79%	55%	80%	74%	65%	91%	81%	82%	73%	69%	78%
May-16	55%	77%	85%	75%	76%	57%	81%	78%	71%	92%	84%	82%	76%	69%	81%
Jun-16	60%	85%	83%	75%	78%	59%	83%	77%	72%	93%	83%	83%	76%	71%	83%
Jul-16	61%	85%	83%	72%	76%	62%	83%	79%	76%	93%	82%	83%	76%	70%	70%
Aug-16	63%	85%	79%	71%	76%	63%	82%	77%	76%	93%	81%	85%	76%	71%	83%
Sep-16	65%	85%	72%	76%	74%	57%	81%	75%	77%	85%	82%	86%	74%	69%	82%
% change since March 2016	14%	6%	-5%	-3%	-8%	-7%	-2%	0%	9%	-5%	0%	5%	-5%	0%	0%
% change since previous month	3%	-1%	-7%	4%	-1%	-7%	-2%	-3%	2%	-8%	1%	0%	-1%	-2%	-2%

Table 1
 Resident satisfaction for the priority estates is calculated through averaging both Grounds Maintenance and Estate Cleaning scores for each month. Overall satisfaction relates not just to the priority estates but the Central area as a whole. It is calculated by averaging the Year to Date (YTD) scores for that month for Grounds Maintenance and Estate Cleaning.

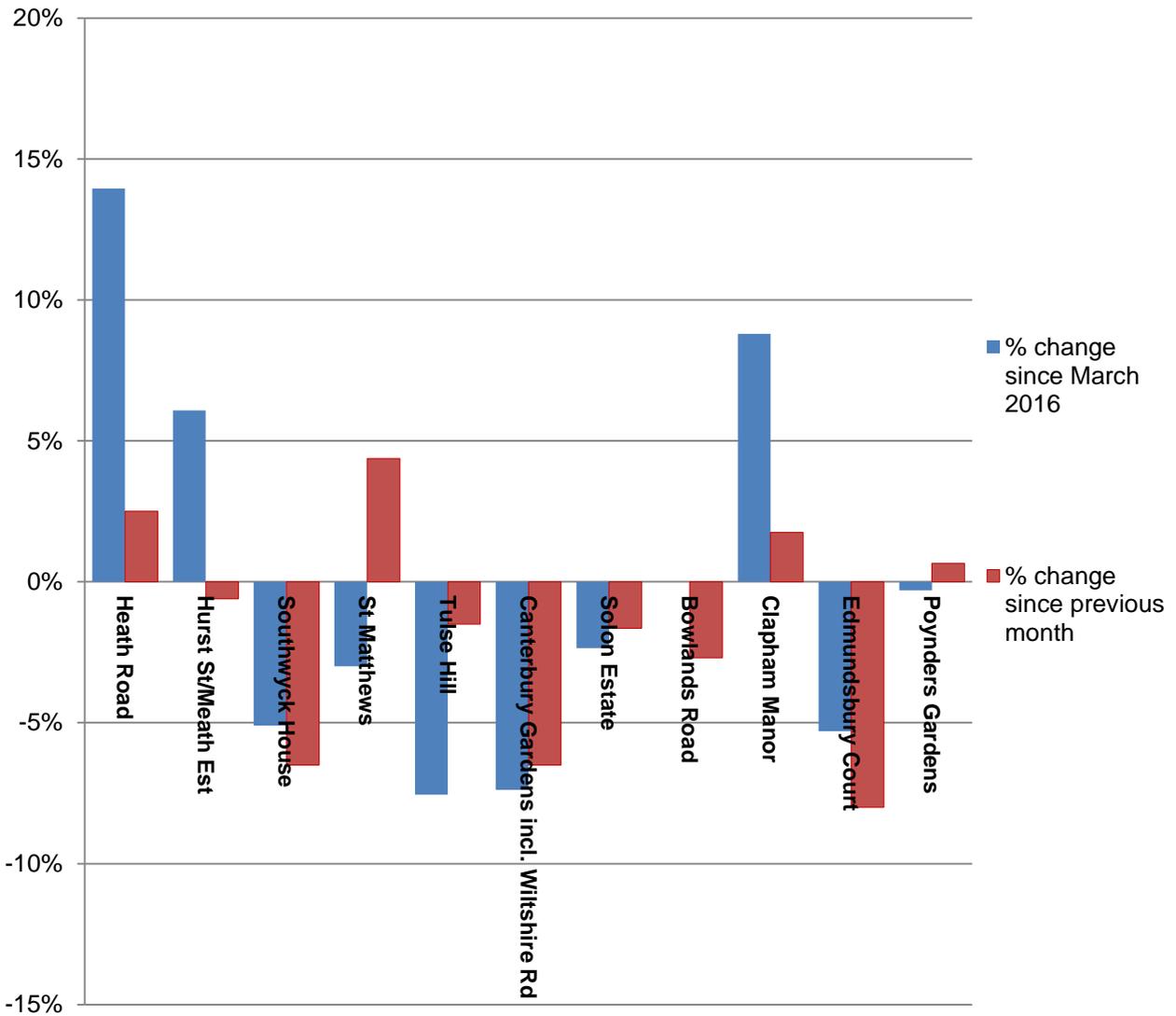
Table 2 Resident Satisfaction on top performing estates (%)

	Arlington Lodge	Brockwell Park	Railton Road	Renton Close	Oaklands	Bonham	William Bonney	James Hayward	Lilford	Willard
Mar-16	87%	84%	61%	75%	83%	78%	93%	59%	80%	86%
Apr-16	86%	80%	65%	72%	80%	75%	92%	53%	78%	82%
May-16	87%	84%	60%	69%	82%	76%	90%	56%	76%	83%
Jun-16	87%	86%	63%	70%	81%	77%	89%	62%	82%	81%
Jul-16	85%	87%	62%	69%	82%	80%	88%	65%	82%	76%
Aug-16	82%	80%	43%	70%	78%	80%	88%	69%	82%	76%
Sep-16	81%	79%	46%	65%	79%	81%	86%	69%	81%	80%
% change since March 2016	-6%	-5%	-15%	-10%	-4%	3%	-6%	10%	1%	-5%

Table 2

The top performing estates were drawn from the 10 top scoring estates at the end of the last financial year. Scores highlighted in blue represent estates where no data has been collected for that month.

Resident Satisfaction on Priority Estates % change



Central Area Housing Staff List and Tel Exts

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Name	Position	Email - username + @lambeth.gov.uk	Ext No	Mobile
Paul Webb	Area Housing Manager	pwebb2	020 7926 1882	07931 419621
Erin Healy	Executive Support Officer	ehealy	020 7926 8299	07720 829043
Customer Service Team	Team Line		020 7926 1755	
VACANT	Area Customer Service Manager		020 7926 2038	07530 982062
Jill Horgan	Customer Service Manager	jhorgan	020 7926 1699	07720 828705
Nicola Haughton-Campbell	Customer Service Officer	nhaughton-camp	020 7926 1847	07791 609643
Dionne Breedy-Anderson	Customer Service Officer	dbreedy-anderson	020 7926 3824	
Nana Ampiah	Customer Service Officer	nampiah	020 7926 3845	07983 595973
VACANT	Customer Service Assistant		020 7926 9139	07720 828470
Damilola Olayiwola	Customer Service Assistant	dolayiwola	020 7926 9315	
Dimitrios Zafeiriou	Customer Service Assistant	dzafeiriou	020 7926 0045	07720 828813
John Kargbo	Customer Service Assistant	jkargbo	0207926 0813	
Janet Lewis	Area Void Properties Manager	jlewis1	020 7926 1836	07908 841904
Angela Ebanks	Customer Service Assistant (Voids)	aebanks	020 7926 8409	07950 266261
Louie Burton	Customer Service Assistant (Voids)	lburton	020 7926 3852	07507 684368
Jacqueline Obiora	Customer Service Assistant (Voids)	jobiora	020 7926 1832	07931 103285
Jibola Obalowo	Customer Service Assistant (Voids)	jobalowo	020 7926 0805	07720 828329
Doreen Mason	Resident Participation Officer	dmason	020 7926 0762	07960 699857
Salam Tejan	Disrepair Case Manager	stejan1	020 7926 8400	07791 631506
Central Tenancy Enforcement Team				
Tunde Akinyooye	Tenancy Services Manager	takinyooye	020 7926 9662	
VACANT	Tenancy Management Officer		020 7926 7403	07785 660563
Michael Lawrence	Tenancy Enforcement Officer	mlawrence	0207 926 5269	
Hilda Mordi	Tenancy Enforcement Officer	hmordi	020 7926 5613	
Laura Michael	Tenancy Enforcement Officer	lmichael	020 7926 3827	
Latifat Akanmu	Resident Support Officer	lakanmu2	020 7926 1309	

Central Area Housing Staff List and Tel Exts

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Name	Position	Email - username + @lambeth.gov.uk	Ext No	Mobile
Simone Young	Resident Support Officer	syoung1	020 7926 7604	
Ayat Mahmoud	Housing Services Trainee	amahmoud2	020 7926 9625	
Central Estate Services Team				
Joyce Guiste	Estate Services Manager	jguiste2	020 7926 1742	07785 660215
Dania Moise	Estate Services Administrator	dmoise	020 7926 1328	
Adebimpe Ajiroba	Estate Services Volunteer	aajiroba	020 7926 6059	
Esther Dennis	Estate Housing Officer (Central BR2)	edennis	020 7926 3947	07985 599933
Konnie Mehmet	Estate Housing Officer (Central BR3)	kmehmet2	020 7926 1863	07931 321501
Samantha Stewart	Estate Housing Officer (Central BR4)	sstewart	020 7926 0545	07785 694838
Richard Rivers-Simpson	Estate Housing Officer (Central CL1)	rriverssimpson	020 7926 1879	07771 904491
VACANT	Estate Housing Officer (Central CL2)		020 7926 6912	
Amanda Umoh	Estate Housing Officer (Central CL3)	aumoh	020 7926 8264	07740 745636
Ijeoma Walter-Ezirim	Estate Housing Officer (Central CL4)	iwalter-ezirim	020 7926 3833	07985 216272
Rishi Kotecha	Estate Housing Officer (peripatetic)	rkotecha	020 7926 1203	07710 026476
Mark Brown	Caretaking Manager	mbrown3	020 7926 2327	07712 219103
Paul Joyce	Caretaking Supervisor	pjoyce	020 7926 1864	07931 368772
Joe Crowley	Estate Services Assistant (Central BR 1&2)			07932 423640
Nick Grech	Estate Services Assistant (Central BR 3&4)			07939 899897
Edwin Maduagwanumne	Estate Services Assistant (Central CL 1&2)			07960 237393
Michael Parchment	Estate Services Assistant (Central CL 3&4)			07791 623291
Central Responsive Repairs Team				
Gary Dynan	Area Asset Manager - Operational	gdynan	020 7926 7041	07908 832736
VACANT	Senior Surveyor			
Nick O'Flaherty	Senior Surveyor	noflaherty	020 7926 1647	07930 412654
James Honan	Disrepair Surveyor	jhonan	020 7926 3916	07960 161410
Martin Smith	Voids Surveyor	msmith6		07947 484924

Central Area Housing Staff List and Tel Exts

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Name	Position	Email - username + @lambeth.gov.uk	Ext No	Mobile
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VACANT	Surveyor (Central BR3 & BR4)			
Moyo Oluade	Surveyor (Central CL1 & CL2)	moluade2	020 7926 1870	
Rodney Southgate	Surveyor (Central CL3 & CL4)	rsouthgate	020 7926 0078	07939 588786
Monica Thompson	Business Support Officer	mbthompson	020 7926 1640	
Raymond Lam	Business Support Officer	rlam	020 7926 1611	
Central Capital Works Team				
Matthew Wyatt	Project Manager	mwyatt	020 7926 9690	07975 554244
Peter Alleyne	Project Manager	palleyne	0207 926 9938	07904 226930
Davina Gopala	Project Officer	dgopala	020 7926 3973	07957 533683
Nanda Ramanjooloo	Project Officer	nramanjooloo	020 7926 5241	07985 216269
Sean Dubbisson	Business Support Officer	sdubbisson	020 7926 1523	
Danielle Neil	Customer Liaison Officer	dneil	020 7926 0285	07854 516197
Lorna Drummond	Customer Liaison Officer	ldrummond	020 7926 1871	07904 929488
Doussou Diabate	Customer Liaison Officer	ddiabate	020 7926 3826	07870 359071
Ana Marquez	Customer Liaison Officer	amarquez	020 7926 1872	07771 382352
Estate Pride Team				
Linda Elliott	Estate Pride Manager	lelliott	020 7926 1878	07944 769212

