

Central West Local Housing Forum meeting issues log 2nd March 2023

No.	Issues raised	Action/response	Who	Status
1.	Welcome and Introductions			
	<ul style="list-style-type: none"> • Tom Lloyd LHF • Nat Stevens LBS • Cheryl Russell LBS • Olubukola Jackson LBS • George Changua LBS • Louis Turff LBS • Nat Stevens LBS • Naomi Osei LBS • Richard Ndudi LBS 	Names of attendees	Resident Involvement Team	Completed
2.	Vision of Resident Participation Moving forward			
2.1	For the future, what are your vision /plans for the homeowner forum?	The vision is to consult and publish the yearly calendar for all forum meetings including the homeowners' forum. The chairs of the various forums, in consultation with residents, will determine the agenda and officers of the Council will be required to attend each forum meeting to address the agenda items. Action logs emerging from those meetings will be completed and a complete response uploaded on the website within three weeks of every meeting.	Resident Involvement Team	Ongoing

3.	Respect for Tenants – Officer attendance at TRA meetings			
3.1	Concern was raised that Officers do not attend TRA meetings when asked to do so especially when there are heating outages and residents are left to endure extremely cold temperatures in their homes.	The issue raised is very concerning and the appropriate team will be approached to provide a response. Moving forward, TRAs who require specific officer attendance to address particular agenda items need to give a reasonable notice (except in emergency situations). Three weeks would be deemed to be a reasonable notice for an officer from the affected department to attend a TRA meeting when requested to do so.	Resident Involvement Team	Ongoing
3.2	Building safety inspections - What are they doing? Why are they doing it and at what cost to tenants and leaseholders?		Asset Management	Outstanding
3.3	Why do residents have to pay service charges for a faulty communal boiler?	Homeowners are required to pay towards the cost of repair, maintenance and renewal of the structure, exterior, communal areas and communal services to their block and estate – this is a condition of the lease or freehold transfer agreement. The charge for heating includes repairs to the boiler, mains pipework, and secondary mains (the pipework serving the individual blocks and properties). The costs are apportioned against all properties, with homeowners paying their fair share and the Housing Revenue Account paying the proportion allocated to tenants properties. If homeowners do not pay their fair share of the	Asset Management and the Service Charge construction team	Completed

		<p>costs then the shortfall has to be picked up by the tenants within their rent, which would be inequitable.</p> <p>Under the terms of heating service if residents have a loss of heating in excess of 24 hours residents are refunded at a rate of £3 per day to compensate for the loss of the heating service.</p>		
5.	AOB			
5.1	We realised that the call centre always takes time to respond to residents queries. What are your plans to improve this?		Customer services	Outstanding
5.2	What are your plans to make sure complaints are dealt with appropriately?	<p>We are currently reviewing the complaints process and teams within Southwark, extra staffing has been provided to teams with high volume of cases, more focus will be taken to ensuring that overdue cases are responded to.</p> <p>Complaints handling training will be rolled out this summer with both e-learning and face to face training.</p>	Complaints Team	Completed
5.3	When is the next central local housing forum meeting and how will we find out about future meeting dates?	The next central west forum meeting will be on the 26 th of June 2023 and the agenda planning will be on 25 th of May 2023. The meeting dates have been published on the website. The dates have all been sent to all TRAs.	Resident Involvement Team	Completed
5.4	Why have the batch 3 Camberwell improvement works been put on hold?	The properties in the Camberwell batch 3 street properties will be reviewed as part of the asset management refresh programme.	Asset Management	Ongoing