

LOCAL HOUSING FORUMS QUARTERLY HIGHLIGHTS REPORT

March 21 2024 Meeting

EAST CENTRAL AREA: Old Kent Road, Peckham, Peckham Rye, Rye Lane, Nunhead & Queen's Road wards

Resident Services – Highlight Report

Staffing:

Senior Management Update

New Strategic Director for Housing, Hakeem Osinaike started at the beginning of March. He comes with a vast experience and I am sure he'll be doing the rounds in due course to introduce himself.

Cleaning Team update

New Interim Cleaning Manager, Joel Carre appointed. The team will be working very closely with him to ensure the the standard of cleaning on our estate is of high standard.

Team 10

In the last couple of months the team experienced significant staff absence (4) for various medical reasons. I have to commend the team for the team work to keep services and performance at a high standadrd despite these absences.

I am happy to report that all the staff are now back at work fully.

Team 11

The Resident Services Manager was on secondment for 3 months to cover the Central Area Office. During this period the officers in the team were managed by the 2 remaining RSMs. The RSM has since returned in the last few weeks so it is business as usual in the team.

One of the RSO is currently away on secondment to Housing Solutions for 1 year. This position is now covered by Gabrielle Torto Green.

Estate Inspections

100% of Inspections completed by both Team 10 and 11

Team 10 - completed 86% of their Estate inspections with residents in the month of February and YTD only completed 94% of their estate inspections with residents.

Team 11 - completed 100% of their Estate inspections with residents in the month of February and YTD only completed 99% of their estate inspections with residents.

The Resident Services Officers will continue to monitor and pick up any issue during their weekly visual audits and monthly estate inspections and liaise with the cleaning team to resolve.

Overall the % of estates graded good (scores 7-8) or excellent (scores 9-10), monthly remains high.

We would like to see more residents volunteer and have a say on the outlook of their estate particularly with cleaning and communal repairs. If anyone would like to volunteer pls contact the relevant RSO.

The team continues to work collaboratively with relevant partners Police, Anti-Social Behaviour Unit to deal with reported cases of ASB.

We now have a complex case team where we discuss and find solutions to very high level ASB cases.

Recently the Council obtained a possession order against a tenant who was causing ASB and threat to staff. This shows the Council will take necessary steps to deal with cases but we have to be aware that some cases may take sometime to resolve.

Budget Challenges

We are expecting some budget challenges this coming financial year due to budgetary challenges. For this reason we will be some tough decisions. There is currently a pause on some major works.