

Local Housing Forum (LHF)

Region: Central West (CW)

Date: Thursday 4th April 2024

Time: 7:00pm – 9:00pm

Venue: Jack Hobbs Club, Maddock Way, London, SE17 3NH

Chair: Tom Lloyd

Type: In person meeting

Minute Taker: Bukky/Shah

Minutes

Item		Action
	<p>Attendees: 15 residents signed the attendance sheet. A few residents also joined the meeting midway through but did not complete the attendance sheet.</p> <p>Staff: Adam Dannatt, Andy Rogers, Bukky Jackson, Nat Stevens & Shah Alom</p> <p>Councillor: None</p>	
1.0	<p>Introductions & Apologies:</p>	
1.1	The chair welcomed everyone to the meeting.	
1.2	There was a debate on taking minute. Residents wanted to understand what the process was for the forum and if this needed to be changed. This was explained by Nat.	
1.3		
1.4	12/12/ residents present at the time voted for proper minutes to be taken at this meeting and all future CW LHF meetings. It was agreed by chair and residents that minutes would be circulated within 2 weeks (10 working days) and the accuracy of minutes will be confirmed at the next forum meeting.	Bukky
2.0	<p>Estate Inspection and Repairs by Adam Dannatt (Assistant Director Housing Repairs)</p>	
2.1	Tom advised the order of the agenda will be changed to accommodate Adam who needed to leave the meeting a bit early.	
2.2	Adam provided an overview of the estate inspections process. a) Residents can attend estate inspection with the Communal Technical Officer (CTO) and Resident Services Officer (RSO).	

	<ul style="list-style-type: none"> b) The schedule is posted on notices boards on the estate c) A poster is being developed to go around the estate so everyone knows who their CTO and RSO are as well as useful website links. d) Adam highlighted that responsibility of both officers <ul style="list-style-type: none"> a. CTO – Mainly deals with raising communal repairs. They are the ones that can raise repairs issues and instruct contractors. b. RSO – responsible for tenancy management issues. They cannot raise repairs on behalf of the CTO. e) After an estate inspection a report should be written detailing the findings. f) It is the RSO responsibility to schedule estate inspections as they can pick up wider issues on the estate and not just communal repairs e.g. ASB, Fire Safety. 	
2.4	<p>A few residents highlighted that more needs to be done to communicate this to residents so they know the difference between the RSO and CTO. Residents believe the RSO needs to signpost them to the correct team when they report issues instead of officers saying it is not their job.</p>	
2.3	<p>Tom presented the repairs portal via the digital screen and asked Adam why technology is not being utilised more as it feels like Southwark is using an outdated approach.</p> <ul style="list-style-type: none"> a) Link to Portal ; Tom advised this should be published on the RI webpages b) Adam highlighted that his team are using digital technology and currently using QR codes to make it easier for resident to contact specific services e.g. damp and mould team. c) Adam advised more services will go online and this is being worked on in the background d) Joy mentioned that the digital notice boards should be utilised more on the estate. Adam to look into this for displaying RSO and CTO details. e) Tom advised that all these initiatives are in the future, and he wanted to know what is being done in the present. Adam gave a verbal update on some of the current initiatives e.g. chat function on website that connects you to a CTO, virtual inspections by CTO. f) For minute taking purposes, Adam was asked to prepare a summary documents of all the initiatives his team are currently working on so this can be shared more widely. g) One resident asked about the cost implication to leaseholders for these services. It was noted that the cost isn't a direct cost to leaseholders but an overall cost to improve the repairs systems as a whole. h) Adam advised the efficiency made using this system should reduce the overall cost to residents. An example was that 10-12 virtual inspections are now being done a day which means that CTO can action tasks quicker and reduce travel time to sites. i) One resident did highlight that they are worried that technology would be difficult for older people and could cause stress. Adam advised there will be multiple options of reporting repairs. 	<p>Adam</p> <p>Adam</p>
2.4	<p>Adam highlighted that his team have done 45 Estate Action Days so far.</p> <ul style="list-style-type: none"> a) There are three estate actions days that will be organised on the Brandon Estate. Adam to send over dates 	Adam

2.5	<ul style="list-style-type: none"> a. Wyndham and Comber Estate b. Glebe Estate c. Elmington Estate <p>A discussion took place around what should be done when things go wrong.</p> <ul style="list-style-type: none"> a) One resident advised that they were getting multiple calls once a repair had been completed. b) Another resident advised that they had to request a freedom of information request to get information on how often their lift had broken down. They advised they exhausted all routes before making the request. c) Adam advised that residents still need to escalate issues using the complaint procedure. <ul style="list-style-type: none"> a. Residents were dissatisfied with this response as some residents have bad experience and advise this can take up to 2 months to resolve. b. Adam advised he would leave his contact details if anyone wanted to message him directly. d) One resident raised the question of why CTO's do not follow up on reoccurring issues. Adam advised that depending on when inspection are done some issues may be resolved at the time of estate inspection but then a fault can happen shortly after. Adam did acknowledge that the team need to get better at analysing repairs at certain properties or site. e) Adam highlighted that they are looking into a system that will eventually be able to notify the team of sites and properties that have had multiple issues and flag these earlier to the team. 	
2.6	<p>One resident shared their experience with reporting issues to the council</p> <ul style="list-style-type: none"> a) The resident advised the biggest problem is accountability and transparency b) Tried every way to resolve problem but failed c) The resident felt that it was a full time job communicating with Southwark to resolve the issue. d) The resident felt the RSO was not helpful in trying to help resolve this issue. e) Resident felt the only way to highlight concern was to do a joint complaint with other residents to emphasise the importance of the complaint. f) One resident mentioned that there is a real problem with resident not knowing the complaints procedure. g) It was advised to invite someone from the complaints team to the next forum. 	Bukky
2.7	<p>It was raised by one resident that the homeownership number is not working</p> <ul style="list-style-type: none"> a) Residents were advised that the My Southwark Homeownership Service was closed down. b) One resident said that when they call the current number, there should be an automatic message to let them know who to contact. Currently this was not the case. c) The RI team will go back and find out the latest contact information to share. 	Bukky

2.8	<p>One resident highlighted that they felt the estate had been neglected.</p> <ul style="list-style-type: none"> a) They stated that the council have no money and only doing emergency work. b) An example was provided where the resident advised that works are only done when leaseholders raise issue. The same level of respect isn't given to tenants. c) Another example was shared to demonstrate the works only get done when a special event is taking place or otherwise some works are neglected. Reference to the main road and cleaning. d) Resident emphasised that we need to be working together to resolve repairs. e) A resident asked for information regarding scheduled works (major) for Brandon 2 for the upcoming 12months. This also including the schedule for window cleaning. f) One resident asked if the heat pump trial is still taking place – Tom advised that he has this in hand and working with Southwark in the background. g) One resident mentioned that all properties need to be waterproof to avoid damp issues. h) Resident raised the issue that the level of cleaning on their estate is appalling, pests and rats everywhere, and the old system where the pest officer visits are not in place anymore. Tom presented a video on the screen where he demonstrated the pest problem. 	Adam
2.9	<p>One residents proposed the idea of all TRA's in the Central West Forum catchment area coming together to highlight issues and list them for the teams to look at.</p>	
3.0	Action Updates from previous forum	
3.1	This was not discussed at the meeting	
4.0	AOB	
4.1	<p>There was a vote on digitising the CW Local Housing Forum</p> <ul style="list-style-type: none"> a) Tom advised that more residents would be able to attend especially if they had parental responsibilities or mobility issues. b) A vote was taken, 16/16 residents present at the time voted for the proposal to live stream these meeting in the future. 	Nat
Meeting ended.		

Notes from minute taker:

An attempt was made to capture everyone's thoughts and statements on the day and summarise the key points made by individuals. It's important to note that people's statements were not taken verbatim.

If you feel any statements were missed then please do send your proposed changes to resident.participation@Southwark.gov.uk before the minutes are agreed at the next Local Housing Forum meeting. Provisional date booked for 10/06/24.