

# North Area Housing

- Report to Forum

# Management Team- Who are we

- Gabriella Usuanlele- Area Manager
- Ayomide Osejindu- Resident Services Manager- East Bermondsey
- Chanel Reid- Resident Services Manager- West Bermondsey
- Levi Burke- Resident Services Manager- Rotherhithe
- Sharron Smith- Resident Services Manager- Borough & Bankside

# Resident Services Officers: what do they do

- Visible and approachable presence on estates
- Monitoring of cleaning and grounds maintenance
- Flag up issues with parking, waste collection and communal repairs
- Contribute to maintain a safe physical environment
- Tenancy and lease enforcement
- Bi-annual tenancy visits
- Investigate unauthorized occupation
- Low level anti-social behaviour
- Support and signpost vulnerable residents, victims of abuse and exploitation
- Lead on multi-agency approach in solving complex casework (hoarding, cuckooing, domestic abuse, youth crime)

# Performance: end of year key indicators

- 100% of monthly estate inspections completed
- 85% of these conducted with residents
- 99.8% were graded 7 or above (out of 10) for cleaning/grounds maintenance
- 95.77% of all vulnerable residents were visited
- 562 complaints of anti-social behaviour investigated
- 95% of these had an initial response within target
- 95% of these were closed within the 90 days target
- 11 illegally occupied properties were recovered

# Fix My Street App

In March this year Southwark joined up with Fix My Street App

The App allows to report issues of cleaning, fly-tipping and communal repairs both on housing estates and streets in live time

Fix My Street can be downloaded from the Apple Store or the Play Store on android devices

# Over to the Residents

I have given a birds eye view of the work of my area and addressed the areas of interest that have been highlighted in the past (role of RSOs and fly-tipping/cleaning concerns)

In order for this report to Forum to be meaningful, I need to know what you residents would like me to report back on

The floor is yours or you can get back to me with your suggestions over the next month

# QUESTIONS