



# Housing & Regeneration Scrutiny Sub Committee

**Tuesday, 15 March 2022 6.30 p.m.**

## Supplementary Agenda

### **3.1 Social Housing Landlords Performance Report (3 – 26)**

Southern Housing Group presentation slides



The best of London in one borough

**Tower Hamlets Council**

Town Hall  
Mulberry Place  
5 Clove Crescent  
E14 2BG

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# Housing regeneration sub scrutiny committee meeting

15<sup>th</sup> March 2022

## Southern Housing Group

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Agenda Item 3.1

# About Southern Housing Group

**With a history stretching back over 100 years and more than 30,000 homes, we are one of the largest and longest established housing associations in the south east of England.**

Established with a gift from a benefactor in 1901, we have grown to manage more than 30,000 homes.

We work with more than 40 local authorities; providing homes to 72,000 customers.

We employ over 1,000 people and offer a range of housing options for rent and sale, and undertake a wide range of activities to improve the lives of our customers.

We're committed to working with local partners to provide the homes and services so much in need at the moment.

We are not run for profit and redirect every penny of our surplus into providing more homes and improving services.



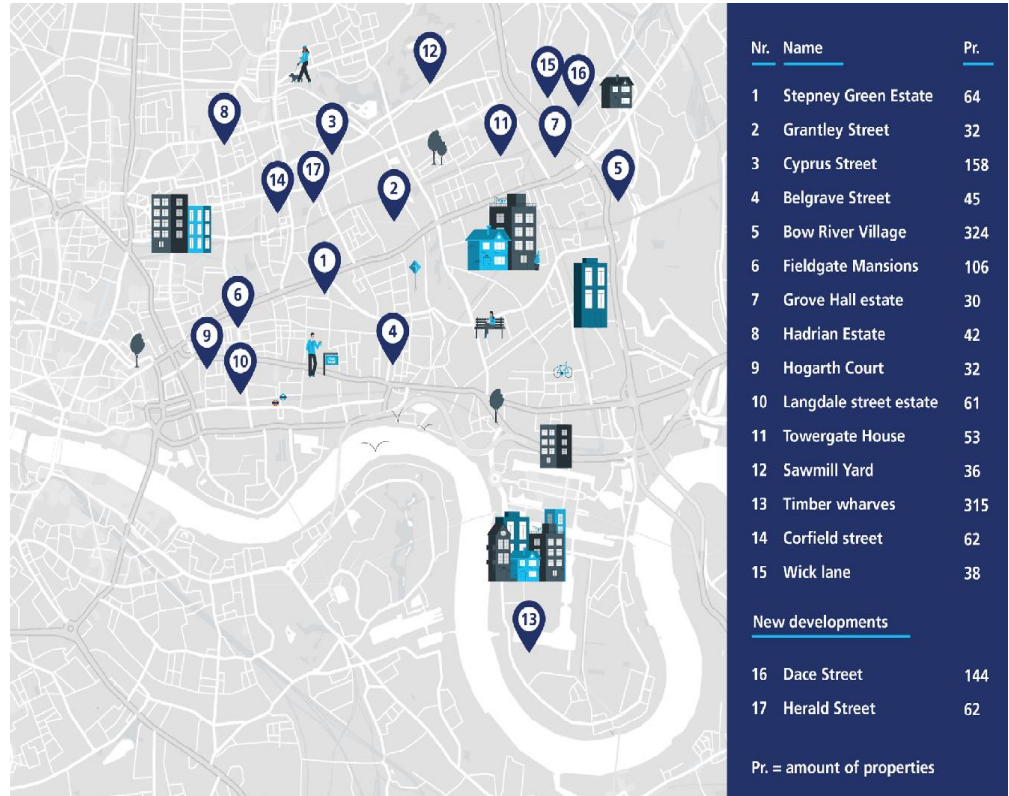
# Southern Housing Group in Tower Hamlets

History, community and a plan to grow

Tower Hamlets is one of the boroughs where we have most stock.

With more than 2,000 homes.

Housing more than 3,500 people.



# Performance

## KPI performance – Q3

- 9 Relets
- 27 days – Average relet time
- 99.95% - Properties with LGSC (target 100%)
- 100% - Buildings over 18 metres with FRA

## Complaints – Q3

- 73 complaints received
- 5 escalated to stage 2
- 100% Responded to on target
- 17 – MP/ Cllr enquiries received

# Repairs and Maintenance

# Delivery Model – Exceptional Service

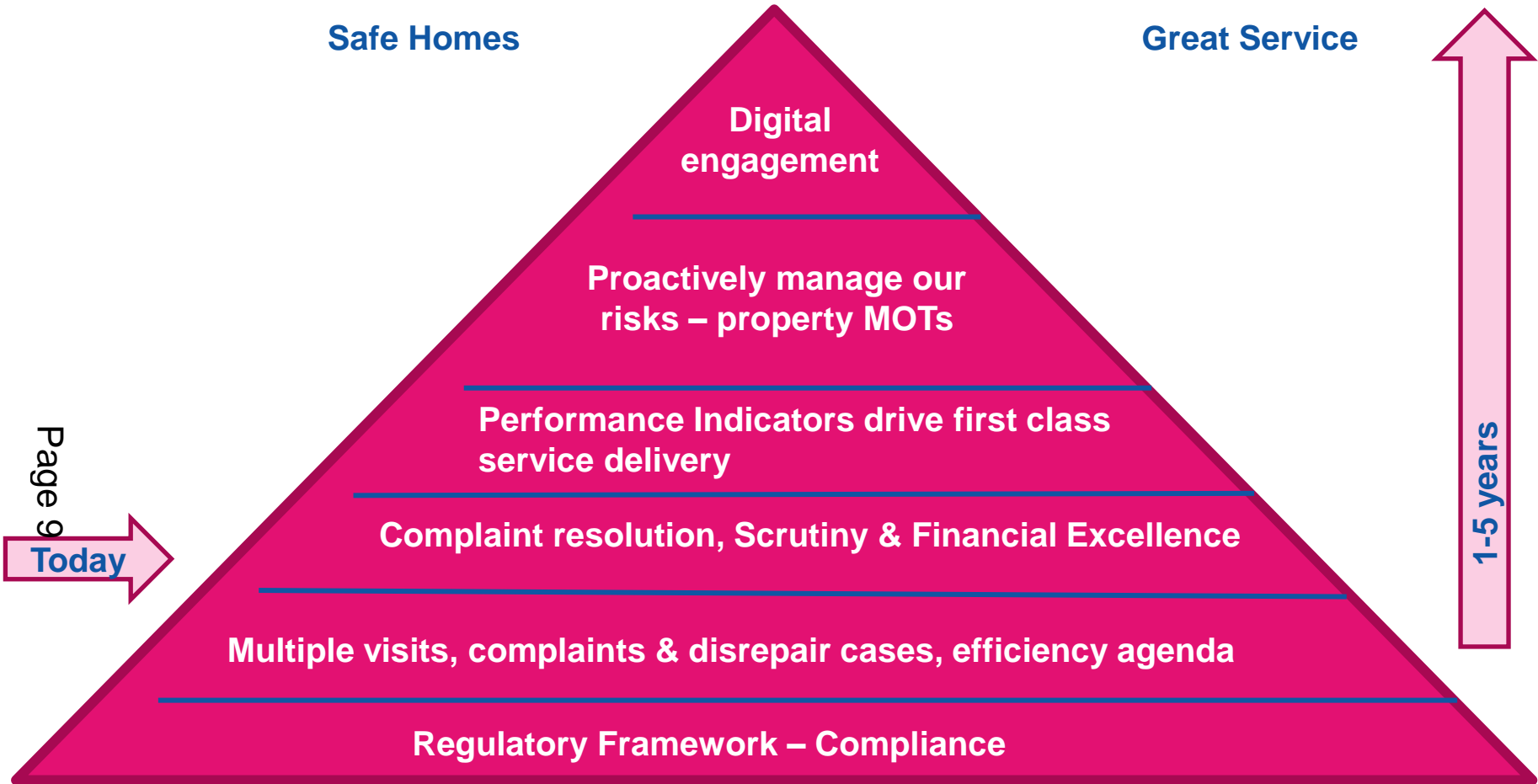
- DLO – Southern Maintenance Service (SMS)
- Customer Focused
- 23,000 repairs per annum
- Plumbing, Electrical, Carpentry, Decorating, Brickwork, Plastering, Drainage, and Roofing.
- Specialist Works – Fire Risk Remedials / Disrepair
- Planned Works – Kitchens, Bathrooms, and Windows
- 650 empty properties per annum
- 80+ members of staff and growing



# Vision for Property Services Directorate

Safe Homes

Great Service



# Key Measures of Success

- ✓ Building safety and fire related activities fully integrated into planned maintenance.
- ✓ Move from reactive to planned repairs - 20/80%
- ✓ Accreditation of SMS FRA Team – Competency / Expertise / Skills
- ✓ Consistent Customer Satisfaction
- ✓ Drive partnership behaviours
- ✓ Complaints Compliance Exemplar – Housing Ombudsman
- ✓ CSAT Proactivity to Mitigate Disrepair
- ✓ Clear plan for problem buildings - BIM / Rationalisation

# Building Safety Agenda – Compliance

Fire Ignition Point  
Battery Hoover



Kitchen Fire Door Removed  
Closer – Smoke Damage



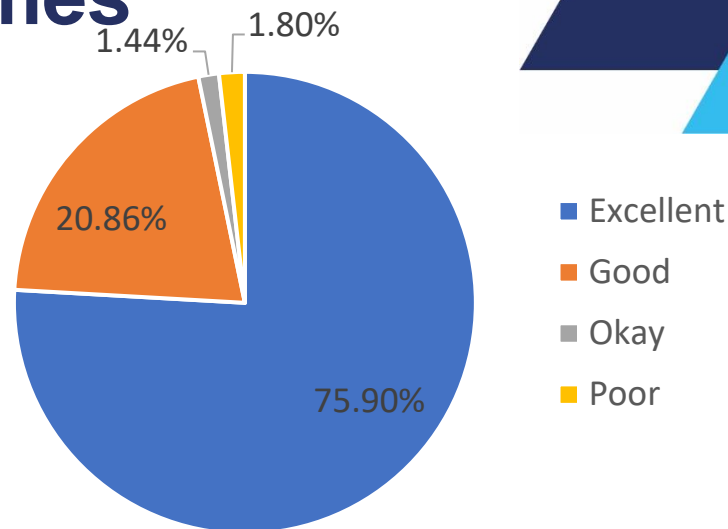
# Order Volumes

## Customer Satisfaction

Primary	(Multiple Items)
<b>Row Labels</b>	<b>Count of Job Ref</b>
Emergency	216
Routine	3102
<b>Grand Total</b>	<b>3318</b>

Primary	(Multiple Items)
Priority	(Multiple Items)

Row Labels	Count of Job Ref	Average of NetworkDays
0-9	1621	3.03
10-19	618	14.52
20-29	479	22.85
30-39	184	34.02
40-49	125	43.83
50-60	81	54.70
>60	210	104.94
<b>Grand Total</b>	<b>3318</b>	<b>19.00</b>



Row Labels	Count of Job Ref	Count of Job Ref2
Excellent	75.90%	211
Good	20.86%	58
Okay	1.44%	4
Poor	1.80%	5
<b>Grand Total</b>	<b>100.00%</b>	<b>278</b>

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Primary	(Multiple Items)
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Row Labels	Count of Job Ref
No	28.46%
Yes	71.54%
<b>Grand Total</b>	<b>100.00%</b>

Primary	(Multiple Items)
<b>Count of Job Ref</b>	<b>Column Labels</b>
Appointments	Kept Failed Grand Total
2021	97.92% 2.08% 100.00%
2022	96.88% 3.12% 100.00%
<b>Grand Total</b>	<b>97.75% 2.25% 100.00%</b>

# Investing in our homes in Tower Hamlets

We aren't run for profit and use every penny of any surplus generated to provide services to our residents, build new homes and invest in the upkeep of our existing properties.

We also carry out regular planned maintenance and cyclical decorations and renewal works to make sure that all our properties are of a high standard.

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We've recently completed improvement and upkeep work on our homes including:

Renewing windows, roofs and fascias at Hadrian Estate

**£140k**

Renewing windows, roofs and fascias at All Saints Court

**£420k**

Windows, fascias and soffits at Hewison Street and Grove Hall Court

**£340k**

## Challenges

- Rising cost of materials and disrupted supply chains (Brexit/ Covid and World events)
- Rising cost to deliver the service - recruitment, skills shortages (Brexit), fuel cost.
- Building Safety costs – Compartmentation, fire doors etc
- Damp and mould complaints
- Impact of Covid 19 – Delays/ completions
- Investment in making our ageing stock more carbon neutral

# Environmental Statement

Our goals are to:-

- Minimise the impact that our vehicles have on the environment by reducing travel and working in small geographical areas wherever practicably possible.
  - Reduce the use of paper by utilising the latest handheld technology to issue, schedule and complete works.
  - Minimise the amount of construction waste that is generated from our works and to recycle at least 94% through our partnerships with our suppliers.
- Ensure that we conserve energy wherever possible and utilise low carbon products as standard in all of our operations.
- 2022/23 Vehicle Refresh Pilot the use of a full Electric Vehicle on a smaller area e.g. Tower Hamlets
- Only procure products and materials that meet our sustainable aspirations.
  - Wherever possible recruit local resources that live within our operating areas and share our environmental ethos.
  - Utilise new remote monitoring technologies – self healing or alerting Heating or Hot Water Systems – Mould and Damp Monitors

# Building Safety



Building Safety Team (Building & Fire Safety activities and issues)

Building Safety Managers –

New Building Safety Strategy going to Board

Residents involved in informing Strategy

Page 15 blocks – 18 metres or above in the Borough

All 18 metre plus blocks have an EWS1 rating of B1 or above

FRA type 4 survey programme for low rise

Building and fire safety is a priority for us and across our portfolio in 2020/21 we spent £14.5m on building safety work.

# Development and New Homes

# Southern Housing Group in Tower Hamlets

## Our plans to grow

We've got plans for more homes with a 144 home development currently under construction at Dace Road, and 62 homes underway at Herald Street. Both of these schemes are scheduled to hand over in 2022.

The third phase of our Bow River Village development is currently in the planning process. If approved it will complete our development of the site.

We're committed to providing affordable homes and the above developments will all be offered at at least 50% affordable tenure.

**We look forward to continuing to grow in the borough and contributing to the life of the communities we serve.**

# Dace Road


## Affordable homes in the heart of Hackney Wick

Less than 10 minutes' walk from the station, our newest development provides 144 homes and 5,821 sqm of commercial space across its five buildings.

We're committed to affordable housing so we've gone above the Section 106 requirements of 50 affordable homes. We are offering 110 homes at either shared ownership or London Affordable Rent tenures.

**Page 20** The buildings have a sprinkler system throughout and the cladding complies with the updated building safety regulations.

Residents will benefit from great design features including private balconies, open courtyards and landscaped roof gardens and terraces.

 The first phase of the development has already been handed over and the remaining phases are due to be completed by August 2022.





# Herald Street


## A proud addition to Bethnal Green


With Bethnal Green Gardens on the doorstep, and the station within easy reach, this collection of 62 beautifully designed new homes is bound to please.

Again we've pushed to offer as much affordable tenure as we could with 50 homes either rented or shared ownership.

 The ground floor will be retained as commercial space with the current occupier, an art gallery, set to take the lease.

 The sixth floor will have a roof terrace which includes a soft play area for younger children.

 All homes in the development will have a sprinkler system.

 This development is scheduled to complete **18** in September 2022.

# Community Investment

# Investing in the Tower Hamlets community.

**As a business with social objectives we pride ourselves on being more than just a landlord.**

Our dedicated Community Investment Team prioritises supporting residents through initiatives which tackle poverty, build community cohesion and resilience, and promote health and wellbeing.

In Tower Hamlets we support the running of two community food pantries on our Cyprus Street and Fieldgate Mansions estates.

We also run a programme called Many Sisters, which has delivered financial resilience and coaching workshops to Black, Asian, minority ethnic and refugee women across the borough

More broadly, our Financial Inclusion Team supports residents with issues relating to debt, arrears and money management, and our employment service is able to advise residents on employment and skills opportunities and signpost them to appropriate services.

Tenants have access to our hardship fund, which can be used to buy essential emergency items, including food, at short notice. Residents can also access digital devices and data, as well as essential items of furniture and furnishings for their homes.

We offer a range of grants to local organisations, residents and resident groups for the benefit of the community.

In Tower Hamlets since 2019

**£244,785**

**additional income generated for households by our Financial Inclusion Team**

**£35,000**

**of grant funding awarded to residents and groups**

**129**

**women involved in our Many Sisters programme**

**2**

**community pantries set up on our estates**

## Grant funding:

- **Food Pantries** - Two food pantries (Fieldgate Mansions and Cyprus Street) in partnership with Family Action – saving residents approx. £32,670 so far on food costs since 1 April 2021. We obtained £16k of social value capital works to convert the premises.
- **Community centres** – 3 (including new one at Cyprus Street) with a variety of activities
- **Gardening project** - Fieldgate Mansions
- **Sports Inspired-** Involved in Borough wide sports programme in schools
- **SERVES project** - Timber Wharves, a multi sports project with young people in partnership with council and LTA
- **HAYN VAYP** (one of the 7 target Boroughs is TH) (£5,000)
- **Youth project** - Cyprus Street in partnership with Newark Youth

# Supporting our residents

- We are making additional provisions available for hardship support over the next 12 months to support people with the increased costs of living and help sustain their tenancy
- We are working with utility providers and specialist support services to ensure residents who are struggling with utility debt get the expert advice and support they need. This includes home visits for energy efficiency advice where possible.
- We are working with our contractors to encourage them to refer vulnerable residents through to Ci for support so we can extend our reach and benefit more people who need help
- Through our digital offer, we can provide free devices and data and training so people can get online



# Questions?

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