

JANUARY LBC HOUSING IMPROVEMENT BOARD MEETING

Update on progress at 1-87, 2-56a and 58-108a Regina Road (January 2022)

Improving our engagement with residents

The Leader of the Council, the Cabinet Member for Homes and the Executive Director of Place held online meetings with tenants and leaseholders from Regina Road on May 4th and 20th 2021 to address the ITV news coverage and reassure residents (May 2021).

Resident Involvement team held 27 engagement events between July and October 2021 for residents in estates across the borough, particularly those with high-rise blocks. In total 2755 doors were knocked, and 664 surveys were completed (July-October 2021).

Council officers from the Resident Involvement and Tenancy teams are at the Regina Road site Monday to Friday 10:00 till 14:00. Our main contractor, Axis, is available on-site on Wednesdays 17:00- 19:00. Residents are able to drop-in to the office to ask questions regarding ongoing repair works, and tenancy issues (September 2021- ongoing).

Resident Involvement Team will be contacting all Regina Road residents to encourage them to book an appointment with AJS to ensure their heating system is assessed (January 2022- ongoing).

The Council has set up a Regina Road Residents Reference Group to listen to the concerns of tenants, identify their priorities, and to ensure their input into forthcoming works. The first meeting of this group will be held in January 2022.

Improving our housing offer at Regina Road

The Council has undertaken detailed surveys at an initial five blocks, including the three Regina Road blocks, which will inform future investment priorities in those homes (July to December 2021).

Dedicated Council repairs inspector has knocked on every door across the three blocks to gain access, and identify if there are any outstanding repairs (November 2021- ongoing).

AJS, the Council's contractor, are carrying out electrical checks, and installing heat and smoke detectors to accompany sprinkler system. AJS are accessing each dwelling to assess the heating system, and upgrading outdated systems (December 2021- ongoing).

Tenants requested that mould-sampling be carried out across a number of dwellings to clearly identify which proportion of properties have mould issues (January 2022). Tenants have also requested water-sampling across the three blocks to check the drinking water and bathing water supply. The Council has secured a contractor to carry out the checks in January 2022.

The external drains and soil-stacks in each block are currently being checked to identify any blockages or leaks (January 2022).

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Axis Fire is conducting the fire safety checks recommended, including checks of electrical cupboards, and communal stairwells (January 2022).

Improving our offer to unsuitably housed households

Decants have been agreed for 26 households in Regina Road; of which 12 have already been rehoused, six are awaiting the completion of repair works on their future homes, and the remaining eight households are awaiting a suitable offer (May 2021 onwards).