

## **Tanners Hill TRA Meeting at Zion Chapel - Thursday 28 March 2024, 7-8.15pm**

### **Attendees:**

**Councillors:** Rosie Parry

**Lewisham Council:** Richard Ashworth (Environmental Services), Julie Littlejohn, Joy Burnett (Lewisham Tenants Fund)

### **Residents:**

**Deloraine House:** Gillian Lewis, (Secretary, Block Rep), Robert Ridyard – leaseholders. Peter Last, Martyna, Janek - tenants

**Heston House:** Barry Still, (Chair, Block Rep) - tenant, Marie M'Pondo – Block Rep, Robert, Jack, Ruth – leaseholders, Jessica - tenant

**Tanners Hill:** Naomi Groves (TRA Vice-Chair, T Hill Block Rep)

**Pitman House:** Russell – tenant, Rod, Alvaro - leaseholders

**Heston St: Omega St: Florence Terr:**

### **Item 1 - Welcome**

**Apologies:** Cllr Dawn. Julianah, Akilah (Lewisham Housing Officers), Lewisham ASB Officers. Gordon, Michelle, Rachel, Michael, Fifi, Joe – Deloraine; Vicky, Frances, Colin, Fred – Florence Terrace; Nuala – Heston; Shannon - Tanners Hill

**TRA Dues** – reminder that tenants pay a weekly contribution collected in their rent, leaseholders don't pay in their service charge so the TRA needs to collect the total of £7.00 annually from leaseholders

**Item 2: Agree Minutes** of previous Meeting 7 December 2023 minutes agreed

### **Matters Arising:**

Bin Chutes – to meet fire safety requirements chutes/hoppers were redesigned:

- rubbish gets stuck in chute due to extra 'lip' on back of hopper
- Caretakers are unable to remove covers so this has to be a Repair
- increased cost to residents for Repairs
- the gap at the bottom of bin chute doors on grd floors mean that in a fire the chute would become a chimney ie they don't comply with fire safety
- we haven't had any answers to our questions re who signed off the design? Is the design a 'one size fits all'?

**Richard:** I'll chase up Fire Safety Team as there's been no response to our enquiries

**ACTION Richard to message them again**

**Resident:** when Hoppers removed by Caretaker (pitman 10th flr) & left open for 3-4 days, smell is bad

**Richard:** that's surprising, maybe it's to avoid trapped fingers **ACTION Richard speak to Mohammed**

Contractor Flytipping – I've informed Carole Taylor (Area Environment Mgr) she's dealing with this now. We've sent them emails stating that they should remove their waste

Refuse Collection – Mohammed informed that it's only once a week now, I don't know why but have messaged the Refuse Mgr, it's rare to get a response from the Refuse team, I've spoken to Carole

**ACTION Richard will continue to chase**

**Naomi:** there's a cage in Pearsons Ave for Tanners Hill residents to take their bulk waste but most residents don't know that it's there! I've been raising this for many years inc on an estate inspection with Martin Ryan. The gates don't lock properly so can be pushed open but most people think they're locked.

**ACTION Richard to organise a code lock**

Matters Arising re Caretaking, Lewisham Housing Board Update are both on the Agenda tonight so will be discussed in this meeting

### **Item 3 – ASB**

**Gillian:** No-one from ASB was available to attend the meeting but Aaron Gibbon (Building Investment) said if we CC him into emails, he'll follow up and make sure someone from ASB deals with the issues

**Russell:** Michael Deakin (Anti-Social Behaviour Officer, Lewisham Housing Directorate) emailed proposing an estate inspection 10th or 11<sup>th</sup>

**Naomi:** ASB is easier to report, but Tanners Hill ASB is non stop and ramps up in summer so residents become despondent and don't report. We need to report to police who can divert resources

**Richard:** caretakers office is by the stairs of Omega evens where 2 men and 1 woman hang out, they're becoming increasingly aggressive, she's very aggressive, when asked to leave it's "yeah in a minute". Also when rough sleepers are asked do you need help? The answer is often "No!"

**Naomi:** Safer Neighbourhood Team (SNT) - hold Community Police Forums, quarterly meetings where local police talk to stakeholders. SNT don't work overnight so at 11pm the party can get started! Lewisham Council - is less complicated to deal with than an almo, Frank Olaniran is ASB officer. Multi Agency Approach – if ASB is persistent this can be triggered if you complain within 1 month and all 3 agencies receive complaints within 6 months ie Police, Council, Clinical.

Ward Panel Meeting – in Feb, trying to encourage Police and Council to do night time patrols

**ACTION Gillian to post Notices of quarterly SNT meetings**

**Richard:** they often move on to another estate, I manage Pepys, when it happens you have to go through the whole process again

**Robert:** drug use, groups gathering eg Pitman Green, if you get involved you're marked, we need support from Council and Police

**Russell:** Lewisham Council have taken a stand on dangerous dogs ie a ban

**ACTION Rosie find out if there's an 'on call' service where police can confiscate**

**Rod:** last year I got no response to 26 emails reporting 6 people sleeping on the stairs with suitcases and 1 had a machete, a security and fire risk. No mention of Duty of Care or Landlord responsibility towards tenants! I reported to Martin Ryan, didn't get an acknowledgement, nothing happened

**Barry:** it's no longer Lewisham Homes but Lewisham Council now

**Naomi:** Streetlink – is where you can report rough sleepers, also Bench and 999 club support vulnerable people and rough sleepers

#### **Item 4 - Caretaking**

**Peter:** today I met Mohammed delivering letters for Lewisham Council, about not letting people in through security doors. Also the letter has no letterhead or clear info that it's from Lewisham Council.

**Gillian:** in the text it says 'Lewisham Housing Team', very similar to what scammers who were door knocking had on their lanyards ie 'Housing team'

Discussion re Mohammed (c/t) who has been working alone for 2 months since Keith retired, dealing with ASB alone right next to his office and someone threw a bottle at him, he's trying to cover a huge estate, and on top of that shouldn't be asked to deliver letters re ASB.

**Richard:** Mohammed shouldn't be delivering letters, I've raised this before

**Gillian:** The situation isn't helped by lack of a c/t at weekends, instead we have the mobile team who eg didn't clear Heston forecourt of shattered glass and debris, instead the worst of it was cleared by the estate sweepers last Tuesday, although they didn't clear around the bins. The estate is suffering from being a c/t down and this weekend is a 4 day Easter break, which feels like a 'perfect storm'

**ACTION Richard to talk to estate sweepers ("my team")**

**Russell:** the mobile team are in and out in 5 minutes, Saturday or Sunday, not both, sometimes there's a good c/t but there are different teams. Will the mobile team work over 4 days?

**Richard:** Mohammed will work bank holiday Monday 8am – 11.30am

**Naomi:** we were told it was a trial, we've asked what the metrics of the 'trial' are in many meetings and we note that the c/t role is advertised as weekdays only with weekends as a possible overtime option, enshrining mon-fri working in a legal contract., how is that a trial?

**ACTION Rosie to talk to Martin Ryan re 'Trial'**

**Richard:** the mobile team have a list, they have to fit in in a day ie there's no specific time period for an estate. We're considering an experienced c/t rather than new, to work with Mohammed, then we'll have a deep clean of the estate to catch up.

**Resident:** is there a supervisor with the mobile team? Is it not possible to engage a c/t from eg Wednesday – Sunday?

**Richard:** we can't adjust the contract for 1 area. It's not money saving, but providing a better service

**Barry:** at the recent Chairs meeting, it was pointed out that Martin Ryans own power point presentation about the change to c/ts working schedule, seemed to be showing money saving!

**Richard:** we'll get help for Mohammed next week from 1 April. Josh who replaced Keith, lasted for a month but was no good, I asked Carole for an agency c/t, but now we're advertising for 4 c/ts and will have a date in place for new c/t.

**Gillian:** Mohammed did tell me that Carole asked him to take 2 days off this week, for which she provided a c/t to cover for him

## **Item 5 - Housing Update**

**Naomi:** I'm Chair of the Housing Scrutiny Committee, we produced a report on the Complaints sent to the Housing Board of Lewisham Council (replaced Lewisham Homes), I was able to talk to the Exec Dir of Housing. Lewisham Council subsequently, acknowledging problems and issues with Repairs, self-referred to the Regulator

**Peter:** Why?

**Barry:** there's a legal requirement re certain standards (this was confirmed by Julie of LTF post meeting)

**Naomi:** Housing management has only just been absorbed back into the Council and they're trying to build a transformation programme. The main problem is Repairs and Major works – the Council knows it's terrible but they're trying to improve a disjointed service where no-one has been taking ownership, don't learn and no-one was at the helm.

Gillian Douglas is the new Dir Housing and Fennella Beckman (Dir Housing Strategy) is new. Customer Services is being provided with training, they're looking at sharing info between Teams, call wait times are down to 1 hour max. Following self referral, they're aiming to provide a better service and get value for money, fewer Repairs, improve staff morale, create focus groups.

Software has been improved, now a Repair is automatically logged and you get a job no

**Russell:** they've cut the hours when you can call **Rod:** is it a lame excuse ie blaming previous 10yrs?

**Naomi:** **NB** ironically, people making official complaints are actually hampering the effort to improve services, diverting staff time and energy.

They're doing a Stock Condition Survey aiming to include 80% of stock. Doing area by area, Comms should be better when they reach our estate. This feeds into Major Works

**Barry:** this was raised at the recent Chairs meeting 29/2, where people complained of lack of ID of Contractors on Estates

## **AOB**

**Robert:** a Contractor filled a bin til overflowing

**Resident:** I have a problem with my front door – it was brand new 7 yrs ago, I've had 4 inspections within 5 yrs. I know it complies with Fire regs but the Co who does the inspection hasn't turned up for 2 apts. I called the person in charge who was quite stand offish. Why should I take the day off when the door is compliant with fire regs?

**Russell:** last Wednesday without warning, a man and a woman turned up, no-one from Lewisham Housing contacted me, and I've heard nothing since (20/3/24). We're not treated with the same respect I feel a home owner would be

**Russell:** thank you Richard, you're the only representative of the Council Officers here tonight and your contribution is appreciated!

**Happy Easter to All!**

*Meeting ended 8.20pm*