



HOUSING SCRUTINY COMMITTEE

6 June 2023

SECOND DESPATCH

Please find enclosed the following items:

Item 1 Major Scrutiny Review: Strategic Review of Overcrowding in Islington - Witness evidence (Housing Associations in Islington) 1 - 30

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CLARION
HOUSING

London Borough of Islington

Housing Scrutiny Committee

6th June 2023



Presentation Overview



Meet the North London Team



Catherine Kyne
Regional Director



Andrew
Nowakowski,
Head of Housing

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Varinder Bharj,
Neighbourhood
Response
Manager



Ola Odupe,
LiveSmart
Manager



Vacant.
Tenancy
Specialist
Manager



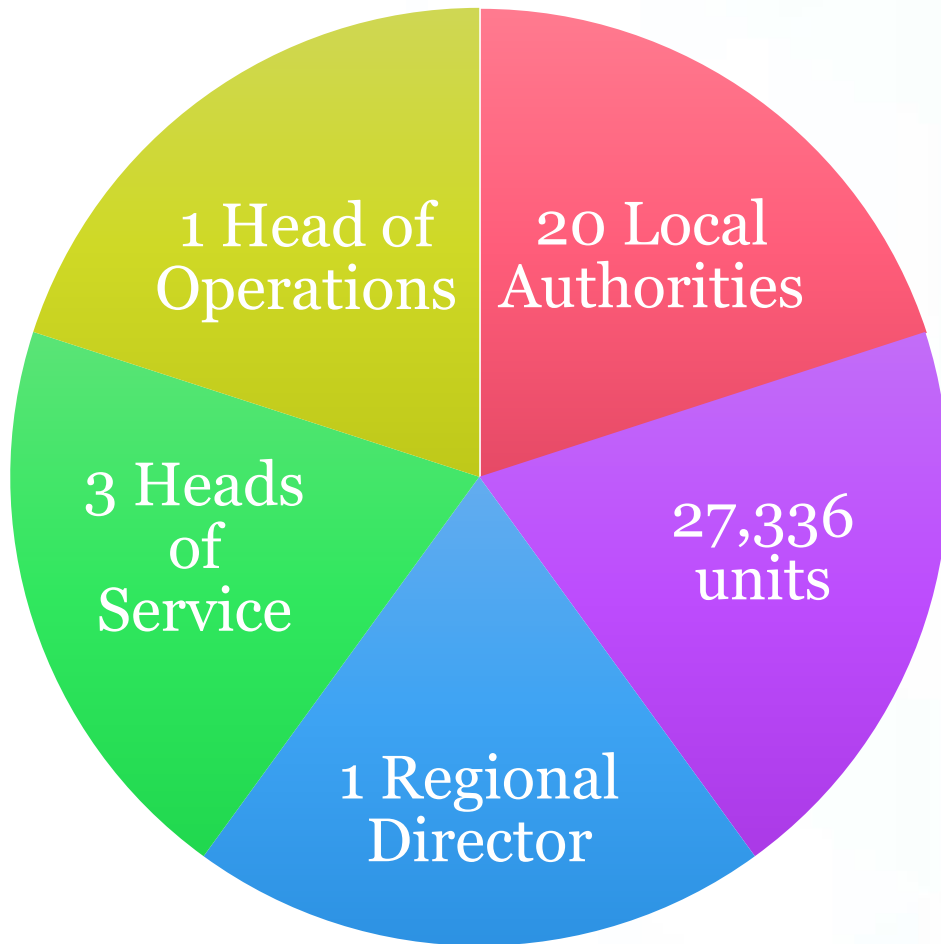
Jak Pugh
*Head of Estate
Services*



Anita Starling
*Operations
Manager*

North London Region

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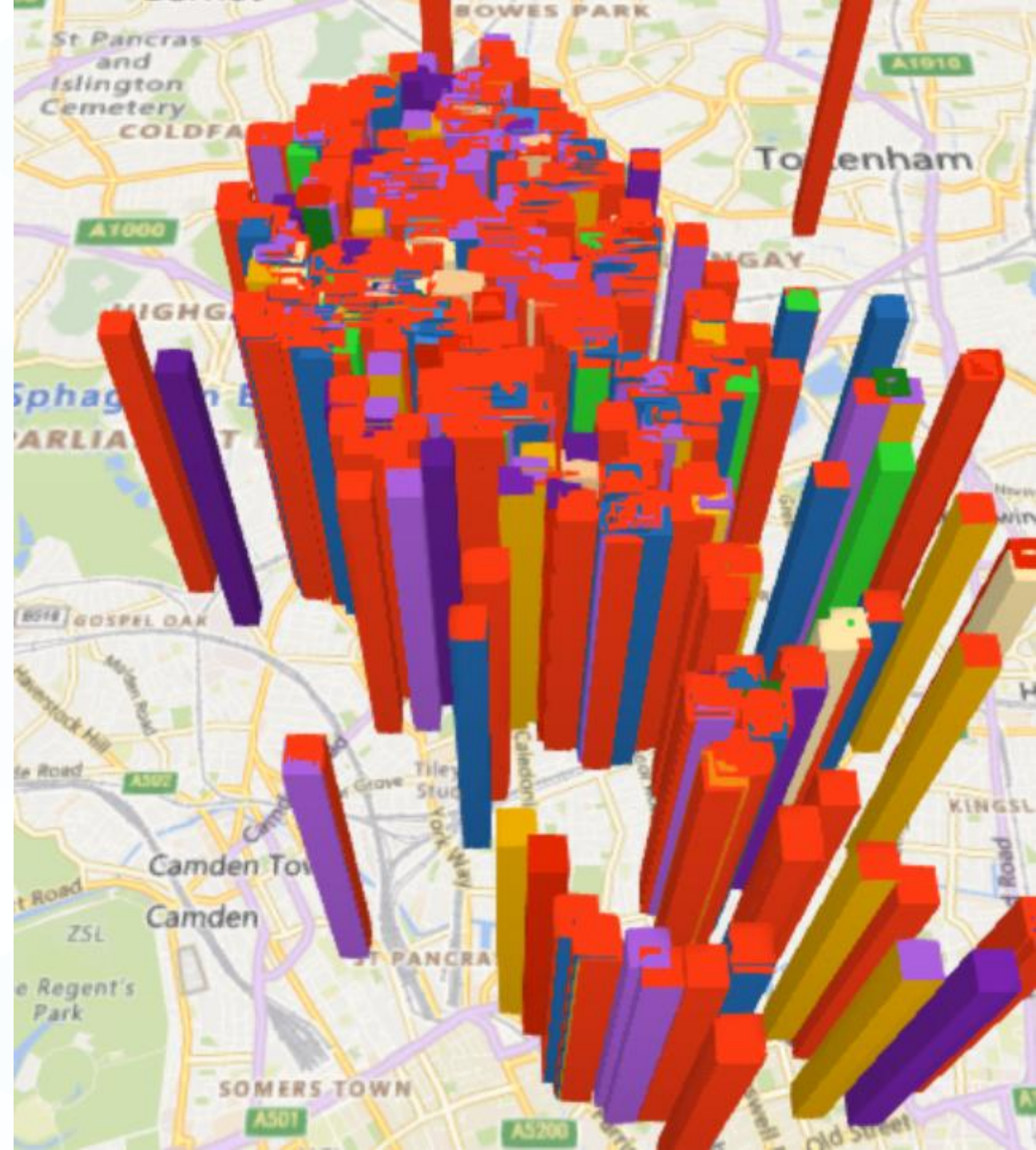
- Housing Services
- Supported Housing
- Managing Agents (HMOS)
- Estate Services
- Resident Involvement
- Tenancy Specialist
- LiveSmart
- Resident Liaison Officers
- Regional Operations
- Regional Housing Administrators
- Complaints and Insight

Stock Type - 3804 units

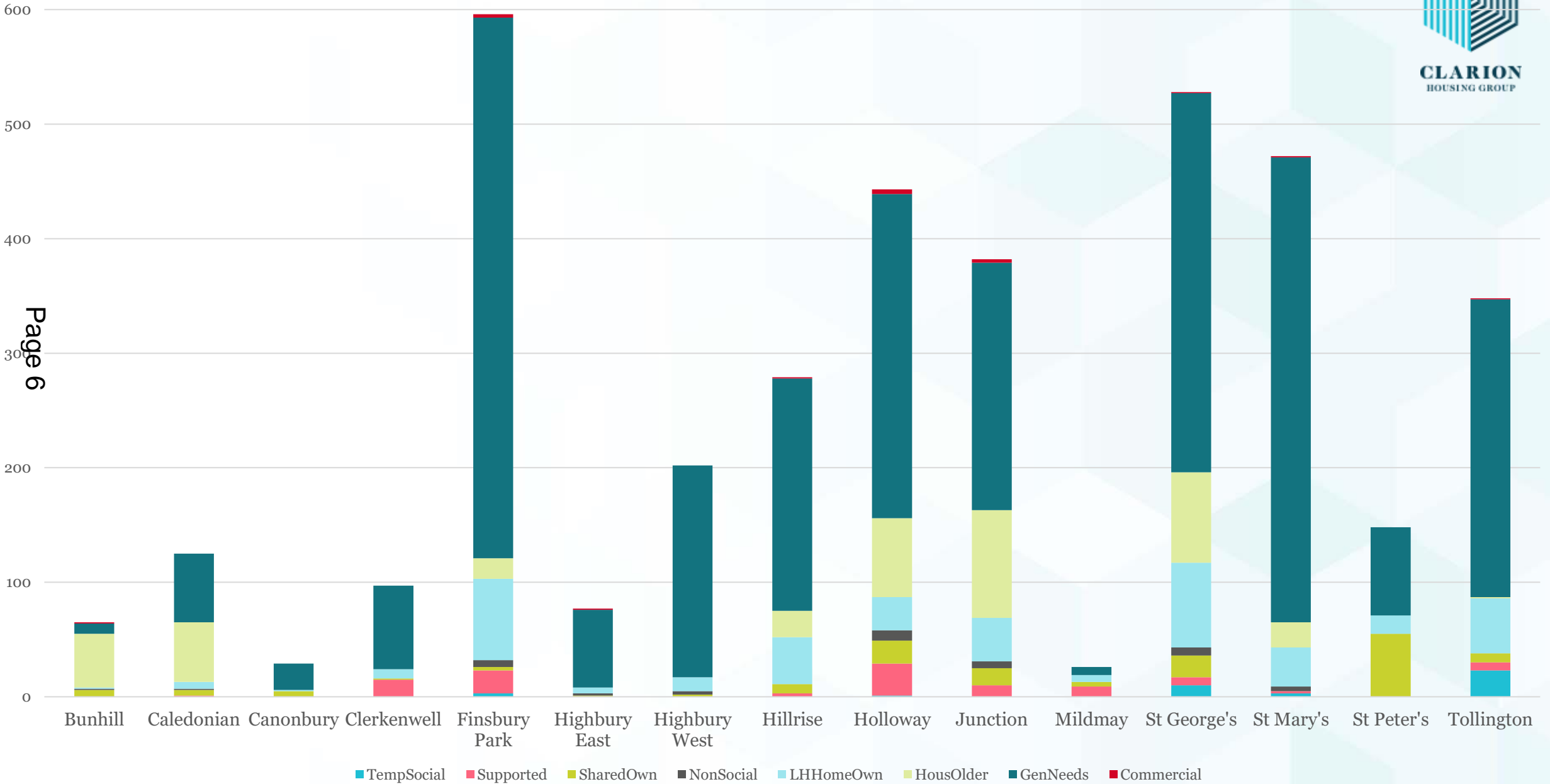
AffCon	(162 units)
AffPur	(14 units)
Commercial	(15 units)
Freehold	(8 units)
GenNeeds	(2380 units)
Hostel	(104 units)
Leasehold	(310 units)
Lsh3PtyRP	(70 units)
MarketRent	(29 units)
Retirement	(415 units)
SharedOwn	(152 units)
SupportENH	(21 units)
SupportSHR	(83 units)
Temporary	(41 units)

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*Miscellaneous (Garage, Guest room, Parking, Out of social use, NSO)-81 units



London Borough of Islington Stock by Electoral Ward and Tenure Type



Customer Involvement

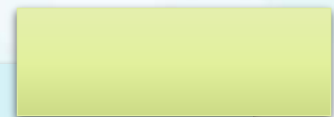


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Customer and Neighbourhood Challenges & Successes



Successes

- Dedicated Tenancy Specialist Team
- Increased Planned Investment
- Closure Orders
- Secured by Design Replacements
- £166k Financial Support for Residents
- 125 evictions prevented
- Supporting 176 households with money advice and energy costs
- 28 LBI residents gained employment via our Employment & Training programmes

Challenges

- Street Homeless
- Door entry systems
 - ASB
 - Vandalism
- Cost of living rises
- Tenancy Sustainment
 - LCDM
- Unemployment
- Overcrowding
 - Decants

Asset Issues & Challenges



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Repairs:

575 live repairs

14% of North London repairs

Internal Complex works team

69 Legal disrepair cases

Resident Satisfaction 88.4%

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LCDM:

70 operatives nationally

13 surveyors, 3 based in North London.

102 LCDM cases with contractors

28 Cases with LCDM surveyor to assess root cause.

Property MOTs:

Piloted across North London over a period

225 MOTs completed in region

MOT target to complete 50 per week nationally

Building Safety:

Fire Risk Assessments no over due cases. 96.2% compliant for NL

3 HRB in LBI. Prioritised for external wall system inspections

Planned Investment:

2022/23 £7.1m investment of which £3.9m on windows

2023/24 £14.8m investment planned

£6.1m on windows as part of our LCDM programme

Challenges:

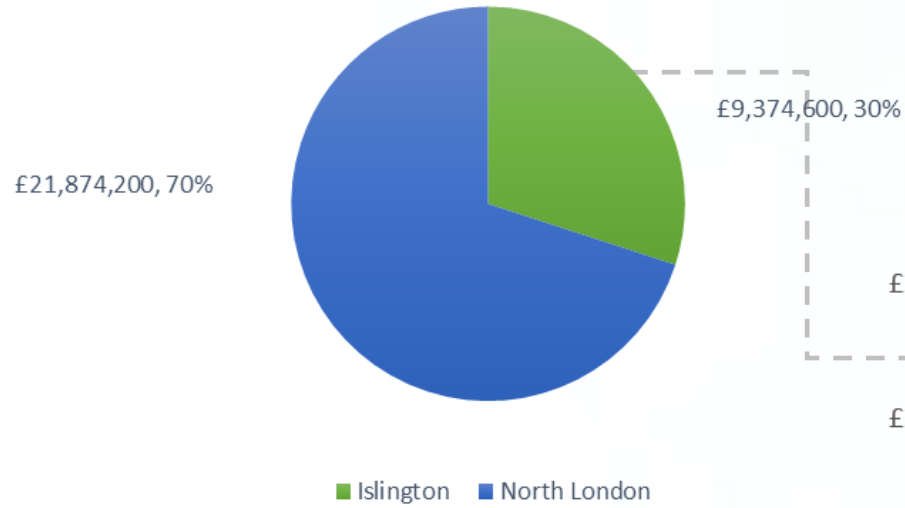
Large volumes of converted street units

Conservation areas

Planning requirements

Parking and logistics

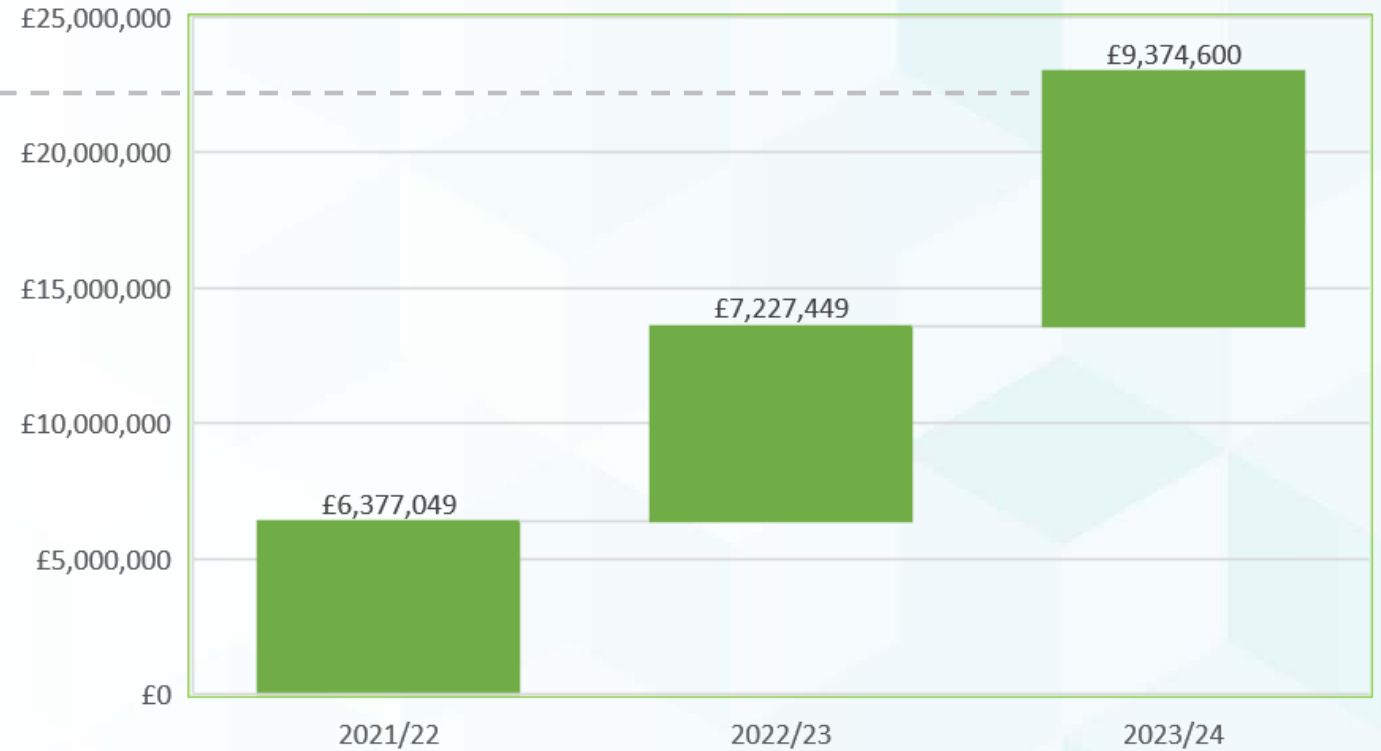
Islington Relative Spend 2023/24



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HOUSING**

Planned Investment Spend

Islington Planned Investment / Year



Split	2021/22	2022/23	2023/24
Components	£6,227,049	£6,931,449	£8,574,600
M&E	£150,000	£296,000	£800,000
Total	£6,377,049	£7,227,449	£9,374,600

Stakeholder Engagement and Collaboration



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IHM Quarterly Meeting

Executive group meeting to discuss housing strategy

Executive Contact

Dedicated email address for member enquiries

Political Case Work Meetings

Meetings to discuss complex cases and agree resolutions

EHO Monthly Meetings

R&M staff meet with the EHO to discuss cases and potential orders

Safeguarding Meeting

Regular Safeguarding case reviews with multiple partners

Effective Communication Channels

Regular communication with senior leaders on complex and major incidents



Clarion Commitments

We will provide services that are easy to access and respond promptly to your enquiries

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We will listen, keep you informed, and treat you fairly and with respect.

We will keep your home well maintained

We will maintain your building's safety

We will work to ensure that Clarion neighbourhoods are safe, clean and well maintained

We will help you to manage your tenancy by offering additional support services



Thank You

Any questions?

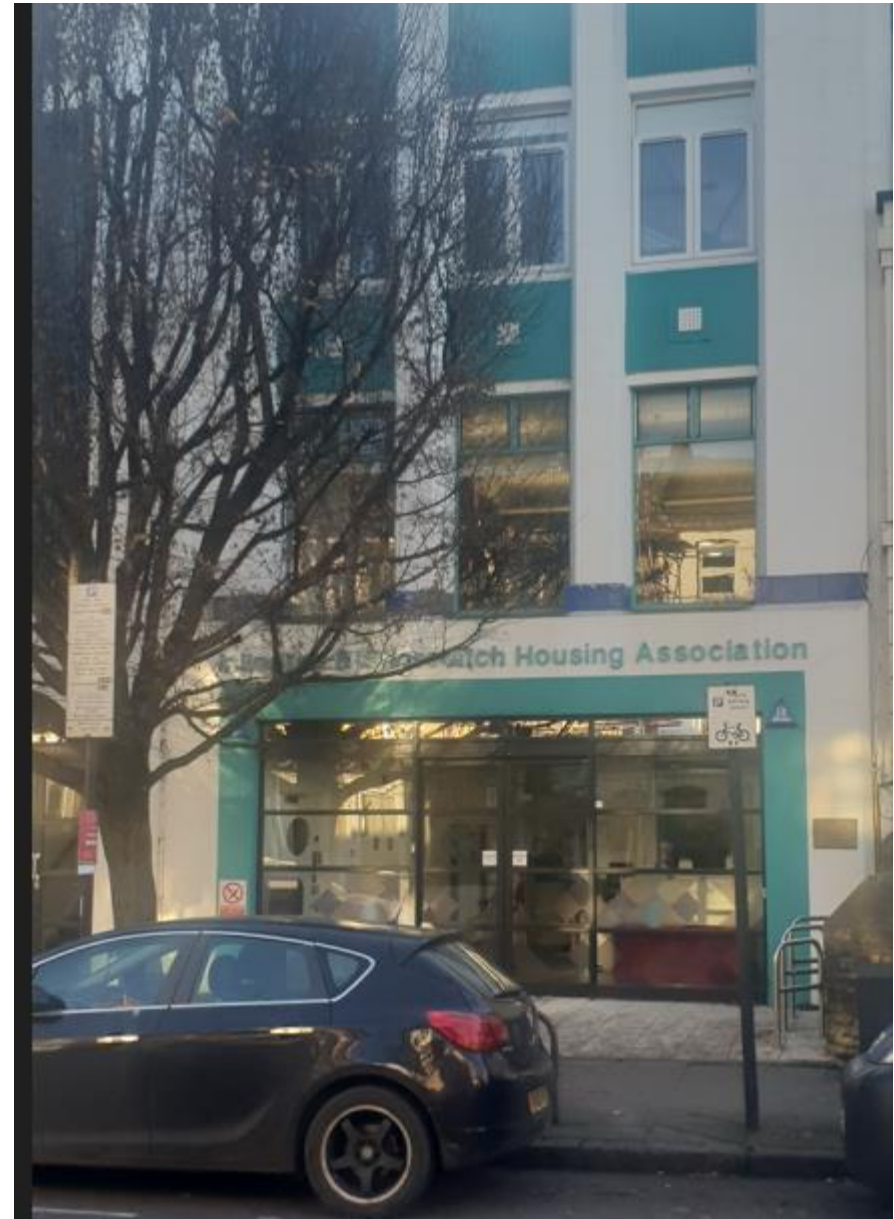
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Islington & Shoreditch
Housing Association

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Our past and future
are here...



To co-create homes and communities where everyone can flourish

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Co-create with staff, residents and with you



Strategic Plan



Safety first

Ensuring our homes are safe

isha LienViet

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Service & Satisfaction

Being a consistent & quality landlord, building service delivery that drives satisfaction in partnership with residents

isha LienViet



Security and growth

Setting residents off on a secure footing & helping create the conditions for people to flourish in their homes

isha LienViet



Somewhere

Anchoring ourselves in North London, especially Islington, Hackney and Waltham Forest

isha LienViet



Supply

Building quality homes for social, London Affordable Rent and Shared Ownership

isha LienViet



Sustainability

Building green and actively seeking to reduce the environmental harm caused by our stock, our building and business practices

Stewarding ISHA's assets and finances and taking the long view

isha LienViet

Highlights

Security and Growth:

- Our letting standard – all homes are let with carpets/laminates and curtains and decorated as standard
- ‘New let’ package available to downsizers, along with cash payment and removal costs
- Strategic intent not to evict - and continued to house people throughout the pandemic
- More than 800 homes in Islington – 640 are for the lowest social rents. No affordability checks
- London living wage employer



Highlights

Supply

- We know there's an acute shortage of social homes – playing our part is in our DNA
- 60% of homes built in the last 20 years
- Trays Hill Close – off Hornsey Lane, 35 social rent and 11 SO
- Lear Court, Holloway Road - eight London affordable and 3 SO
- Parkhurst Road – old TA site. 39 social rented homes and 17 SO. £4million cash subsidy
- Helping others build too – NRA



Highlights

Sustainability

- Social Housing Decarbonisation Fund - £2.4million for a consortium of 11 small HAs, including others in Islington
- Newcombe Estate – 36 homes all 1 beds and bedsits built in the 1950s
- Stock investment – more than £1m extra each year for past 3 years – St Mary’s Path £3m this year
- Surveyed (inside and out) 1/3 of all our stock last year – third party contractor. All the rest this year. One *significant* damp and mould problem so far.



Challenges

- Funding building safety
 - Scandalously social landlords get NO funding to make buildings safe where the residents are social renters. Huge issue. At least £14m cost to us.
- Need to invest more in stock
- Sustainability and planning constraints
- Inflation in materials and labour – how do we continue to build?
- Constraints on income.
- Social housing crisis. Often very complex needs. Anti-social behaviour
- People hanging on for dear life

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Peabody in Islington

We're one of the UK's oldest housing associations with 5500 homes across Islington with the majority let at social rent

Peabody have intrinsic ties to Islington through our broad social mission, history and local relationships and are proud to offer several community projects that make a positive difference to communities.



**Celebrating
161 years**



**104,000
homes**



220,000 residents



**20,000
Care & support
customers**

We're dedicated to getting closer to our customers:

- Locally based service delivery teams, supported by colleagues across the organisation
- Aligning the whole organisation to pull together for our residents and customers
- Increasing trust and simplifying processes
- A new way of working, thinking and behaving

Eliminating Damp & Mould

We are committed to addressing any damp and mould issues in homes. We understand how distressing this can be and want to put it right. We have a specialist team in place, and it is our priority to make sure everyone has a warm, safe and dry home.

Overcrowding

- There are currently 382 Peabody households in Islington who have applied to move because of overcrowding
- This is in a context of other households who have a need to move for other reasons such as medical/health needs, welfare, fleeing domestic violence.
- Peabody provides support to residents throughout the move process however, the number of empty homes available is limited and the wait can be lengthy.....
 - In the year 21/22 only 14 x larger homes became available in the borough (3/4 bed)

Lettings

- The number of lettings completed is driven by the availability of homes. Peabody completed 115 lettings in Islington in 21/22, the majority of these were for 1 and 2 bed homes
- Empty homes are let through working in partnership with LBI via our nomination's agreement. LBI receive:
 - 100% nomination rights of all 1st lets (new homes)
 - 50% of studio/1bedroom relets
 - 75% of 2 bedroom or larger relets
- Peabody residents who have requested a move are considered when a relet becomes available and there is priority move list for those in most need.

Solutions & mitigations

All households requesting a move, whether in a priority band or not, are supported through the bidding process and with long wait times further support is provided as follows:

- Mutual Exchange – we provide advice and guidance on the opportunities that a mutual exchange can bring and make it easier to engage with the process. This includes providing information in multiple languages.
- 121 advice sessions - experts in rehousing offer support in finding alternative accommodation through other tenures such as shared ownership, market rent and potential moves to areas with lower housing demand. These are customer led and possible options will depend on customer requirements.
- Partnerships – we have developed mutually beneficial relationships with LBI and other housing providers (LA and RPs) and will continue to do so to find solutions that work for customers.
- Home visits – we can provide support with possible space saving furniture to alleviate some shared sleeping arrangements.
- Costs of living – we offer advice to help manage energy costs and other costs of living.

In summary

- Peabody aims to use its housing stock in the most effective way to meet housing need.
- We actively support those who are requesting a move to try and find the option that will work best for them.
- A lack of larger homes means wait times for a move can be lengthy and we do all we can to alleviate the pressures whilst waiting.
- We are trying a broad range of approaches to address this challenge and are open to all new ideas and partnership opportunities with LBI.

Thank you for your time

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