



CLARION
HOUSING

London Borough of Islington

Housing Scrutiny Committee

6th June 2023



Presentation Overview

- Welcome and Introductions
- Meet the Team & North London Region
- London Borough of Islington Stock Portfolio
- Customer Involvement
- Asset, Repairs and Maintenance
- Stakeholder Engagement
- Clarion Commitments

Meet the North London Team



Catherine Kyne
Regional Director



Andrew
Nowakowski,
Head of Housing



Varinder Bharj,
Neighbourhood
Response
Manager



Ola Odupe,
LiveSmart
Manager



Vacant.
Tenancy
Specialist
Manager

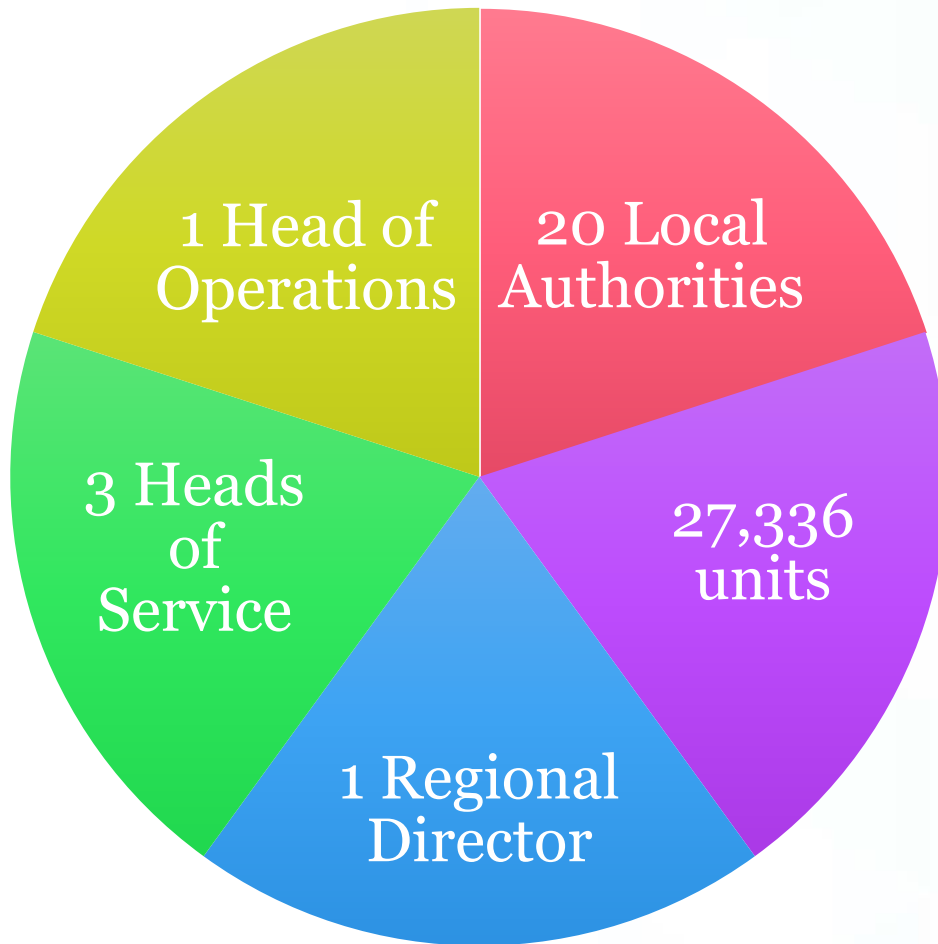


Jak Pugh
*Head of Estate
Services*



Anita Starling
*Operations
Manager*

North London Region

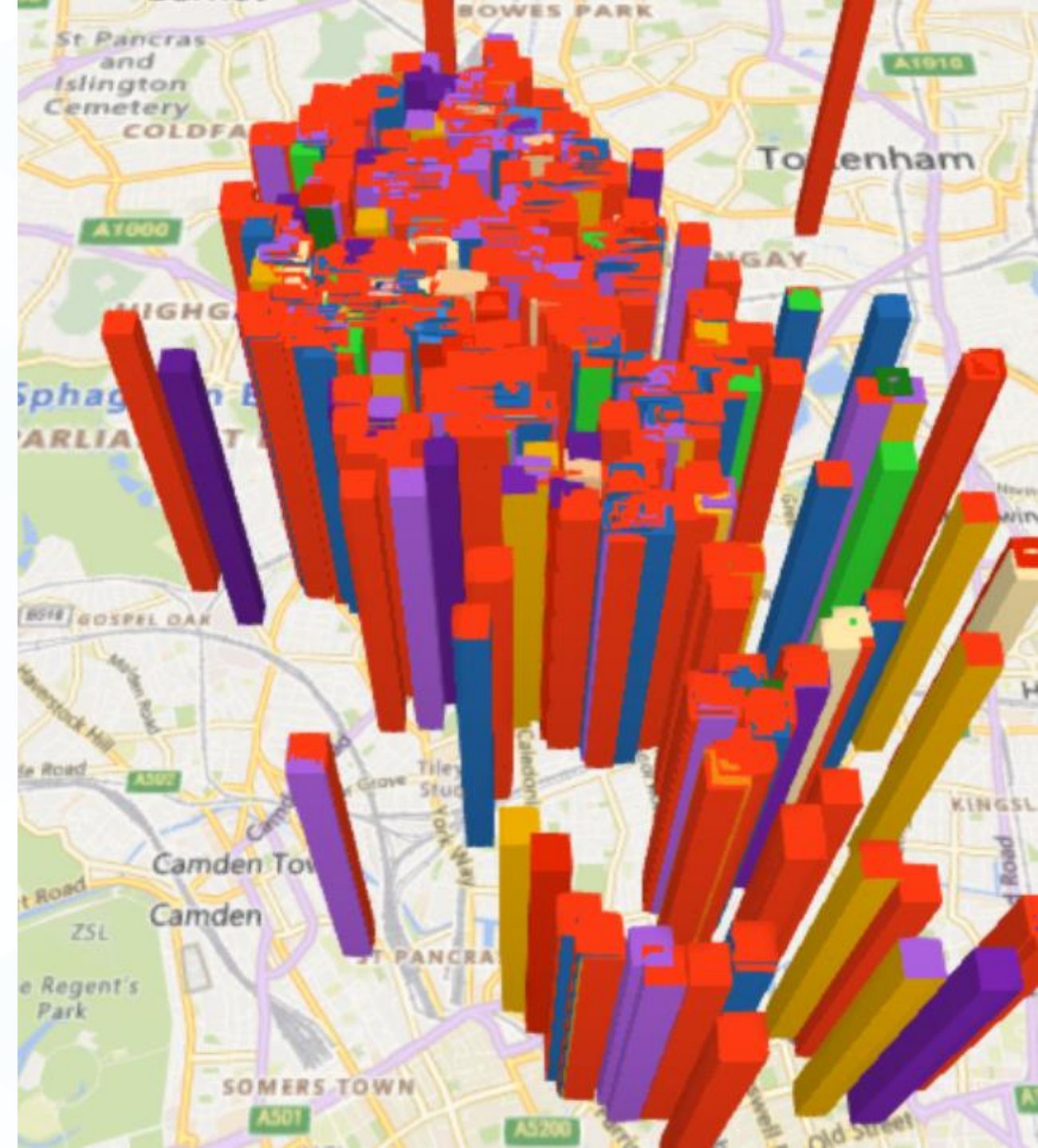


- Housing Services
- Supported Housing
- Managing Agents (HMOS)
- Estate Services
- Resident Involvement
- Tenancy Specialist
- LiveSmart
- Resident Liaison Officers
- Regional Operations
- Regional Housing Administrators
- Complaints and Insight

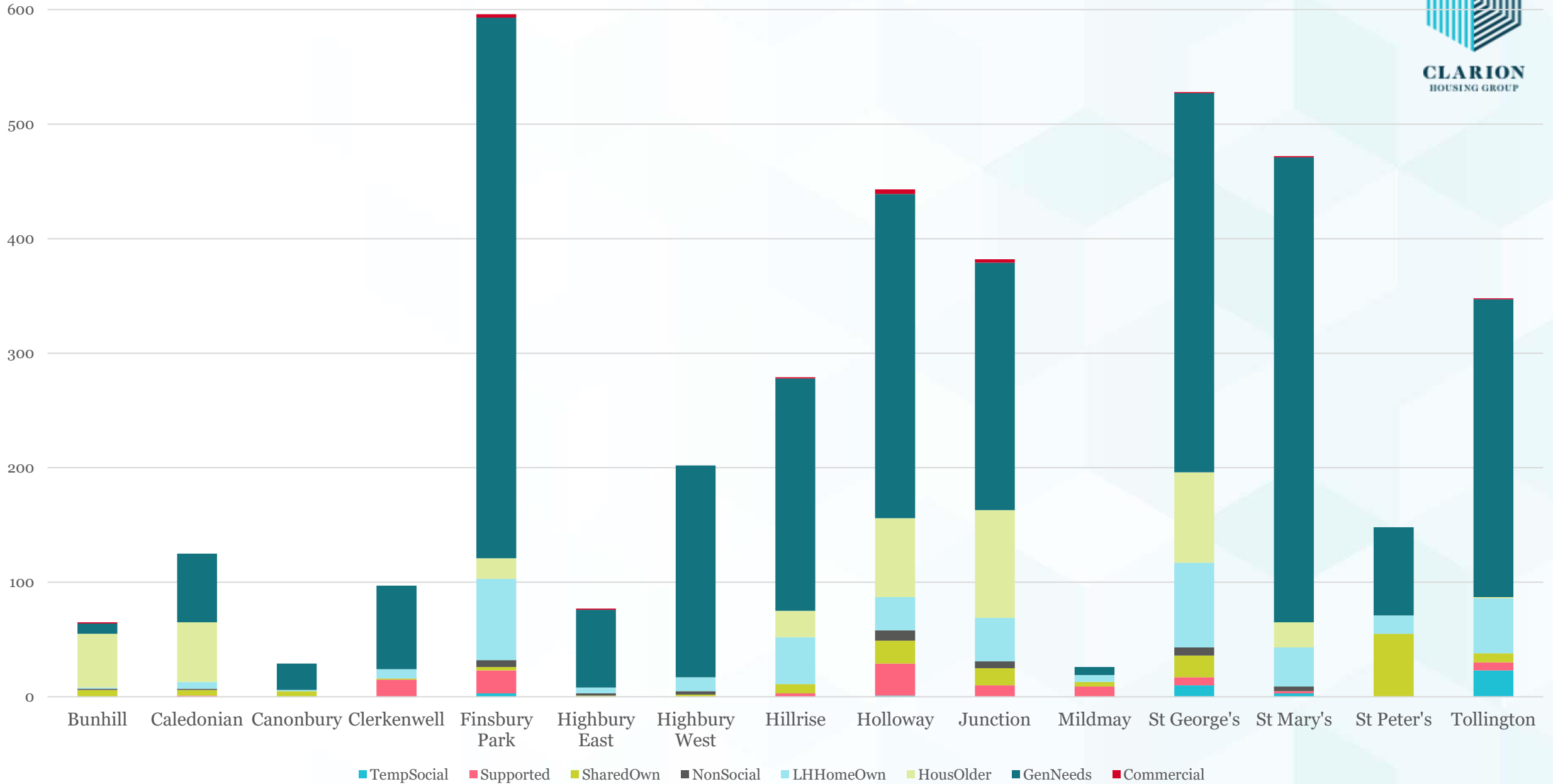
Stock Type - 3804 units

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)

*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%

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

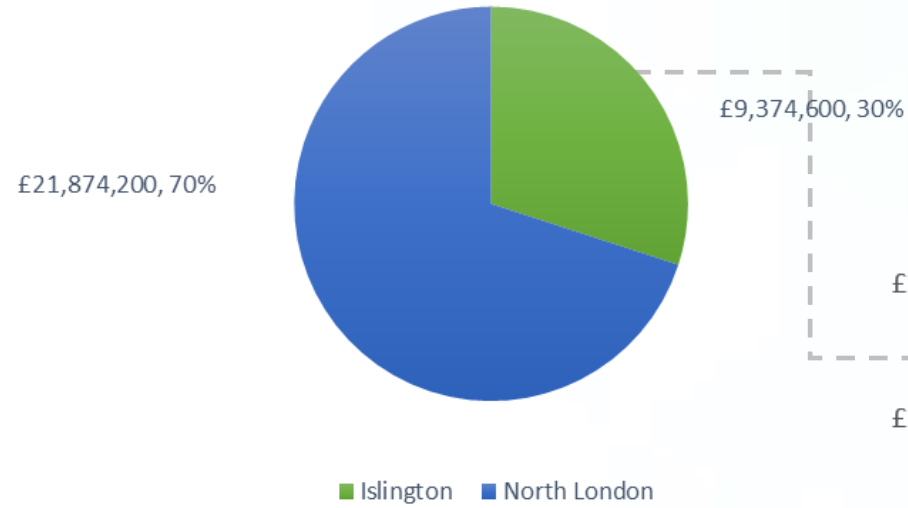
Planned Investment:

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



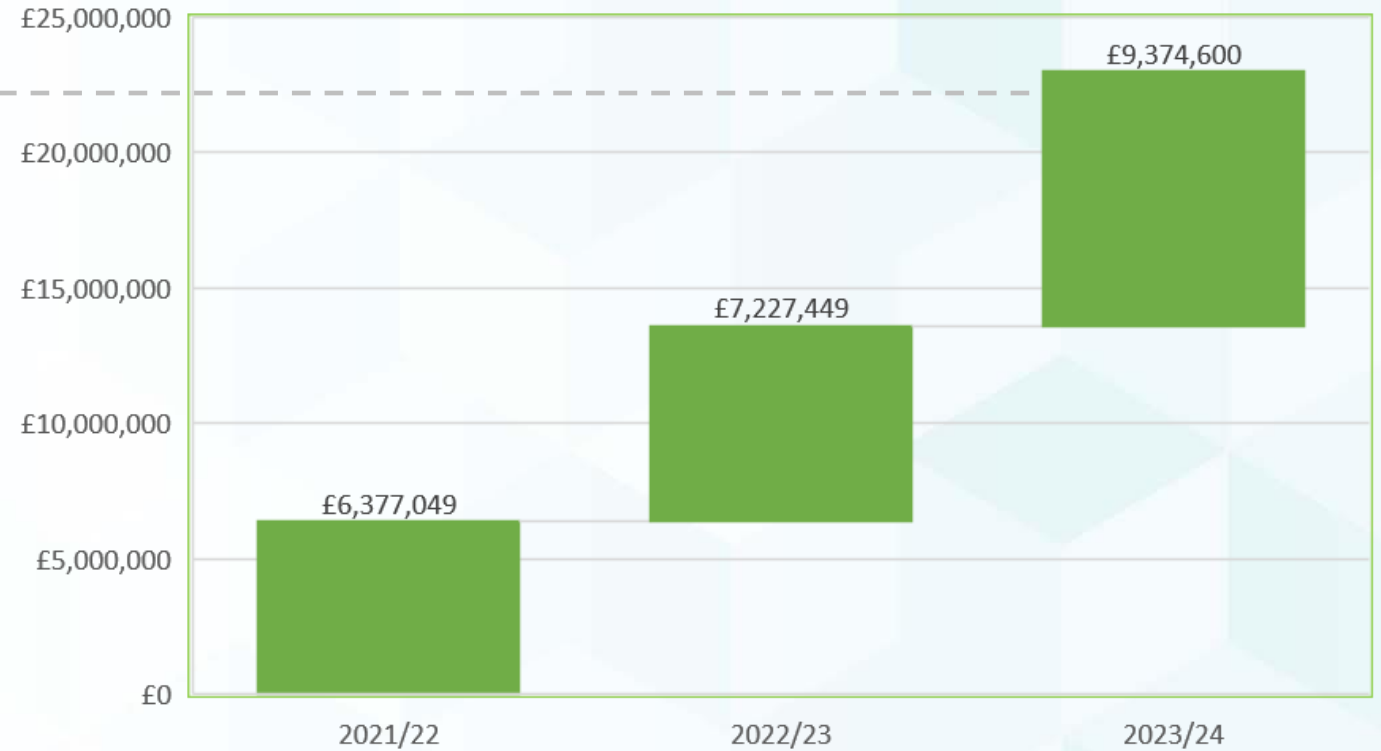
Split	2021/22	2022/23	2023/24
Components	£6,227,049	£6,931,449	£8,574,600
M&E	£150,000	£296,000	£800,000
Total	£6,377,049	£7,227,449	£9,374,600



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Planned Investment Spend

Islington Planned Investment / Year



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

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?