

## Common questions themes raised by Lewisham Council housing service residents, and our response

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## Introduction and context

On 12 February 2025 we held the first Lewisham Council Housing Roadshow which was open to all residents living in homes managed by Lewisham Council. The roadshow forms part of the new resident engagement strategy and framework (2025-2028),

A range of issues were raised by residents, with some clear themes and common queries. In response we have summarised all of this general feedback and included in this document with the response from the relevant Council team.

This document will be available on the Council's website with the information also added to the relevant team pages on the website.

If you'd like more information about future roadshows, events or more formal engagement routes for residents (panels) please contact the community relations team [communityrelations@lewisham.gov.uk](mailto:communityrelations@lewisham.gov.uk)

Thank you to everyone that attended, or contributed to the roadshow, and other engagement events. Your feedback is really valued and will help us to improve the services we offer to residents.

## Common questions themes raised by Lewisham Council housing service residents, and our response

### Themes

#### Accessibility

Issue raised	Response	Lead team
Questions raised about the behaviour of Staff at the Council in relation to equalities, and what the Council is doing to improve.	Full information about the Council's approach to equalities can be found (below): <a href="https://lewisham.gov.uk/mayorandcouncil/aboutthecouncil/equality-and-diversity">https://lewisham.gov.uk/mayorandcouncil/aboutthecouncil/equality-and-diversity</a>	Equalities
Concerns raised about the effect of construction on Ilderton Road (it has led to road and pipes to cater for the increased residents and homes being built.). Accessibility/ public transport concerns raised by residents.	More information on this regeneration work and who to contact can be found through this link: <a href="https://oldkentroad.org.uk/the-area/hatcham-ilderton-okr-south/">https://oldkentroad.org.uk/the-area/hatcham-ilderton-okr-south/</a>	External organisation/ planning
Improved access for blocks without lifts.	Where possible we will provide lifts for residents. A resident can contact their housing officer if their home is inaccessible for them.	Housing Management

#### Anti-Social Behaviour

Issue raised	Response	Lead team
Is it possible to install a key fob triggered entrance door on our block(s)?	Fob access has been installed on several blocks managed by Lewisham Council. Residents are consulted on whether they would like a door entry system- when high levels of anti-social behaviour is reported.	ASB team

#### Bidding

Issue raised	Response	Lead team
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Questions raised about the approximate length of time different bidding bands are likely to wait for permanent accommodation.	A range of questions are asked in relation to bidding and temporary accommodation. More information can be found here: <a href="https://www.lewishamfindyourhome.org.uk/choice/content.aspx?pageid=14">https://www.lewishamfindyourhome.org.uk/choice/content.aspx?pageid=14</a> , or residents can speak to their housing officer about their options. Any individual issues raised have been shared with the resident's housing officer to follow up.	Housing Allocations/ Trading Places
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### Building/ fire Safety

Issue raised	Response	Lead team
Information about specific buildings/ blocks and whether they have a building safety/ fire lead.  Communication requested on approach to keeping residents informed following fires.	There are 55 buildings that are within scope of the building safety act, these are called high risk buildings due to their size, or the residents who live in them (for example older residents).  There is a resident building safety panel that is managed by the building safety team. For more information about this or other aspects of building or fire safety, please contact: BuildingSafety <a href="mailto:BuildingSafety@lewisham.gov.uk">BuildingSafety@lewisham.gov.uk</a> Or LH-Firesafety <a href="mailto:LH-Firesafety@lewisham.gov.uk">LH-Firesafety@lewisham.gov.uk</a>	Building Safety

### Climate resilience/ active travel

Issue raised	Response	Lead team
How are Lewisham Council going to help us get solar to get to Net Zero?	Solar panels are being considered where there will be sufficient energy generated that ensure they will provide value for money, we are seeking funding for building works that support green energy options. More information about how Lewisham Council is working to achieve net zero can be found here: <a href="https://lewisham.gov.uk/myservices/environment/climate-emergency/our-commitment/our-climate-emergency-declaration">https://lewisham.gov.uk/myservices/environment/climate-emergency/our-commitment/our-climate-emergency-declaration</a> Lewisham Council's climate emergency action plan can be found here: <a href="https://lewisham.gov.uk/-/media/0-services/environment/climate-emergency/climate-emergency-action-plan-2024.pdf">https://lewisham.gov.uk/-/media/0-services/environment/climate-emergency/climate-emergency-action-plan-2024.pdf</a>	Climate resilience

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I would like to know about the future plans for the existing housing stock and how you will use renewable and sustainable energy to reduce borough-wide carbon emissions further while also improving the quality of the existing housing stock through the retrofit process.	A full retrofit strategy is being developed for housing managed by Lewisham Council. This is being developed in partnership with the climate emergency team and major works (housing), and will utilise the results of the recent stock condition survey to ensure the focus is on properties where maximum impact can be gained within the allocated budget	Climate resilience/ major works (housing)
Why are not more parking available for bicycles in areas where the houses are mostly flats, with minimal space and prohibition to leave them in the corridors, but lots of them in roads where is mostly houses with back and front gardens.	<p>The council's community relation (housing) team seek to implement cycle storage where possible on estates and recognise the cycle storage is a barrier to residents owning a bike. We have gained funding from contractors, and work with residents to implement and manage cycle storage on estates where the need is highest. We chose locations based on requests to the Council's active travel team for storage: , <a href="https://lewisham.gov.uk/inmyarea/adopt-an-area/apply-for-a-cycle-hangar">https://lewisham.gov.uk/inmyarea/adopt-an-area/apply-for-a-cycle-hangar</a> , requests from residents, and information from our caretaking team on where a large amount of bikes are placed in corridors.</p> <p>There is currently no budget for cycle storage provision in council managed housing blocks, which means funding is sought externally.</p> <p>There can be ongoing challenges managing cycle storage and ensuring it is low cost/ free for residents, and for ongoing maintenance, particularly where anti-social behaviour/ damage results in unsecure cycle storage). There is not currently a budget available for ongoing maintenance- we need to ensure all storage is as secure as possible and resistant to criminal damage as much as poss.</p>	Community Relations (housing) / Active travel team

## Complaints

Issue raised	Response	Lead team
Individual issues are raised by residents in relation to outstanding compensation, and complaints.	<p>The complaints tea can be contacted either on 0800 028 2028, or by email: <a href="mailto:housingcomplaintsandfeedback@lewisham.gov.uk">housingcomplaintsandfeedback@lewisham.gov.uk</a></p> <p>The complaints process can be found here:</p>	Complaints

## Common questions themes raised by Lewisham Council housing service residents, and our response

Residents raise concerns about the complaints process, and how they're managed. They would like more information about this.	<p><a href="https://lewisham.gov.uk/mayorandcouncil/complaints-and-feedback/housing-complaints-procedure">https://lewisham.gov.uk/mayorandcouncil/complaints-and-feedback/housing-complaints-procedure</a></p> <p>A complaints panel was set up made up of residents who had made a complaint within the 6 months prior to the workshop(s). They helped to shape the council's approach to complaints, alongside ensuring it meets regulatory requirements.</p> <p>More information on this can be found here: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/have-your-say-on-your-services/resident-complaints-workshop">https://lewisham.gov.uk/myservices/housing/council-homes/have-your-say-on-your-services/resident-complaints-workshop</a></p> <p>The resident scrutiny panel assessed the complaints (repairs) process and made recommendations to improve the service. These recommendations are currently being implemented and we continue to work closely with the panel on this.</p>	
What are you doing to improve your internal case management/systems that logs property data.	<p>Improvements are currently being made to the council's housing management system. This will be aligned with property information gained through the recent stock condition survey.</p> <p>This will improve the data we hold on properties and tenant information and ensure the new repairs and housing management systems/ portals align, with up to date and relevant information.</p>	Performance management

## Compliance/ lifts

Issue raised	Response	Lead team
Several residents enquired about the possibility of installing new lifts in their block	<p>It can be challenging and costly to install new lifts in blocks.</p> <p>We appreciate that residents will have different life events that might affect their mobility, or need for a pushchair/ wheelchair, and this can be temporary.</p> <p>We work with residents where there are long term issues that means they may need to move out of their home longer term/ permanently.</p> <p>Residents should contact their housing officer where they have questions about their options for rehousing/ short term rehousing (decanting).</p>	Compliance/ housing management
Lack of lift maintenance	We have a lift maintenance programme based on the condition of lifts. Many of the lifts in blocks we manage are quite old and it can be challenging to find replacement parts to fix them.	Compliance

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	<p>We carry out monthly lift inspections and we have a programme for upgrade works set out for the next five years, due to the nature of a lift (high usage) items will wear and fail and they are not always visible (faulty circuit boards and switches)</p> <p>We will repair lifts wherever possible but this can take longer than we would like it to.</p>	
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## Customer services

Issue raised	Response	Lead team																																																																																																									
Residents requested information on call waiting times and how the council is performing.	<p>The average time taken to answer calls up to January 2025 is 8 minutes for all housing calls, including resident services, repairs, and temporary accommodation.</p> <p>The last column in the table (below/ next page) shows the figures broken down by month.</p> <p>Note: Calls that were not answered are not included.</p> <p>Further information on this is available. Please contact <a href="mailto:communityrelations@lewisham.gov.uk">communityrelations@lewisham.gov.uk</a> to request this.</p>	Performance																																																																																																									
	<div>All calls (Landlord, Repair and Strategy)</div> <div><div>Apr 1, 2024 - Jan 31, 2025</div><div>00:00 -&gt; 24:00</div><div>Month</div><div>Europe/London</div></div> <div>Report generated on Feb 26, 2025 10:45</div> <table><thead><tr><th>Time</th><th>Media</th><th>Direction</th><th>Queue</th><th>Entered</th><th>Accepted</th><th>Total Abandoned</th><th>Average Wait Bef...</th></tr></thead><tbody><tr><td>▼ Apr 2024</td><td>—</td><td>—</td><td>—</td><td>22116</td><td>15046</td><td>6521</td><td>0:13:24</td></tr><tr><td>▼ May 2024</td><td>—</td><td>—</td><td>—</td><td>19209</td><td>14864</td><td>3794</td><td>0:08:05</td></tr><tr><td>▼ Jun 2024</td><td>—</td><td>—</td><td>—</td><td>16739</td><td>14110</td><td>2219</td><td>0:03:54</td></tr><tr><td>▼ Jul 2024</td><td>—</td><td>—</td><td>—</td><td>20706</td><td>16477</td><td>3495</td><td>0:05:51</td></tr><tr><td>▼ Aug 2024</td><td>—</td><td>—</td><td>—</td><td>18308</td><td>14431</td><td>3281</td><td>0:07:11</td></tr><tr><td>▼ Sep 2024</td><td>—</td><td>—</td><td>—</td><td>19745</td><td>15112</td><td>4037</td><td>0:08:40</td></tr><tr><td>▼ Oct 2024</td><td>—</td><td>—</td><td>—</td><td>19006</td><td>15269</td><td>3118</td><td>0:07:04</td></tr><tr><td>▼ Nov 2024</td><td>—</td><td>—</td><td>—</td><td>23690</td><td>18320</td><td>4596</td><td>0:08:20</td></tr><tr><td>▼ Dec 2024</td><td>—</td><td>—</td><td>—</td><td>15596</td><td>12576</td><td>2676</td><td>0:08:19</td></tr><tr><td>▼ Jan 2025</td><td>—</td><td>—</td><td>—</td><td>20864</td><td>15839</td><td>4396</td><td>0:09:07</td></tr><tr><td colspan="8"></td></tr><tr><td>Total</td><td></td><td></td><td></td><td>195979</td><td>152044</td><td>38133</td><td>0:08:00</td></tr></tbody></table>		Time	Media	Direction	Queue	Entered	Accepted	Total Abandoned	Average Wait Bef...	▼ Apr 2024	—	—	—	22116	15046	6521	0:13:24	▼ May 2024	—	—	—	19209	14864	3794	0:08:05	▼ Jun 2024	—	—	—	16739	14110	2219	0:03:54	▼ Jul 2024	—	—	—	20706	16477	3495	0:05:51	▼ Aug 2024	—	—	—	18308	14431	3281	0:07:11	▼ Sep 2024	—	—	—	19745	15112	4037	0:08:40	▼ Oct 2024	—	—	—	19006	15269	3118	0:07:04	▼ Nov 2024	—	—	—	23690	18320	4596	0:08:20	▼ Dec 2024	—	—	—	15596	12576	2676	0:08:19	▼ Jan 2025	—	—	—	20864	15839	4396	0:09:07									Total				195979	152044	38133	0:08:00	
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### Damp and Mould

Regulatory requirements around reporting damp & mould need to be met in 2025, work is currently underway to develop and establish our approach to this. As part of the stock condition survey all tenanted properties have been surveyed and work will be based on the condition of properties, including damp & mould. All individual cases reported have been sent to the damp and mould team.

Link to information about damp & mould (<https://lewisham.gov.uk/myservices/housing/private-tenants-and-landlords/reporting-damp-and-mould-in-your-home> ).

Issue raised	Response	Lead team
With the new law set to take full effect in October surrounding mould how shall Lewisham council tackle this and assist residents.	Further information about how we will ensure we are compliant with Awaab's law will be provided to all residents by May 2025. The recent stock condition survey will help us to assess properties to prioritise where there are high levels of damp and mould cases reported.	Asset management
Residents raise individual concerns around damp & mould issues they have in their properties.	For more information and to report individual issues, please use the following link: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/repairs/damp-mould-and-condensation">https://lewisham.gov.uk/myservices/housing/council-homes/repairs/damp-mould-and-condensation</a>	Asset Management

### Engagement and Communication

Issue raised	Response	Lead team
Poor communication between different departments in the Council	There is a lot of work taking place internally and with external partners to improve communication and how teams collaborate within different directorates and across the council as a whole.  We always welcome specific feedback on areas where this is a particular issue and can look to improve. Email <a href="mailto:communityrelations@lewisham.gov.uk">communityrelations@lewisham.gov.uk</a> for more information about this.	Community Relations
If the Pepys estate drop ins are to be offered anywhere else?	Yes, these drop in will be offered across different areas in Lewisham as part of the new resident engagement framework	Community Relations
What is the council doing for children growing in those	We offer a range of projects targeted specifically at children in temporary accommodation/ hostels. These include free tutoring for children in years 5 and 6, access to study space, and training in coding with a paid	Community Relations



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conditions? (temporary accommodation)	placement (16-25 year olds). We have consulted temporary accommodation residents about their priorities and ensure projects/ support we offer to residents is meaningful. We work closely with schools and other partners to ensure we're aware of how we can support young people who are living in challenging home environments.	
Portal to log questions, telephone message says its working but not recent experience, maybe a live demo?	We will be testing the portal with residents in the next few months (March-May 2025), and will be looking for a cross section of residents to support use with this- to ensure it improves and delivers what residents need. Following this and when the portal is ready to go live- we will offer a live demo of how it works for residents who are interested	Community Relations
Other than road shows what are you doing to increase the transparency on decisions that impact me as a leaseholder?	The new resident engagement strategy and framework provides a variety of different ways for residents to engage with Lewisham Council Housing Services. It includes a leaseholder forum, who meet with senior leaders and staff from the homeownership team online (Teams) every 3 months. You can sign up to be kept informed of these meetings through this link: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/leaseholders/leaseholder-forum">https://lewisham.gov.uk/myservices/housing/council-homes/leaseholders/leaseholder-forum</a> More information about home ownership/ leaseholder Council services can be found through this link: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/leaseholders">https://lewisham.gov.uk/myservices/housing/council-homes/leaseholders</a>	Community Relations
The council strategy for improving communication with tenants.	Improving communication with residents is a key part of the new resident engagement strategy.  Residents fed back during consultation on the strategy that they did not feel Lewisham Council Housing services communicate effectively, particularly in relation to repairs and major works on their homes. In response the new strategy and framework focuses on events and opportunities where residents can meet staff and share their feedback and any ongoing issues. We hope that providing a wider range of ways for residents to engage will improve communication with tenants.	Community Relations
Will there be councillors in attendance at events, and if not how will they be kept in the loop and/or how will there case work be reflected in the roadshow?	Councillors have been informed of and invited to attend future roadshows and repairs open days. We have informed Councillors of the dates we will be in their ward and will continue to communicate information about events. The Housing Select Committee (made up of Councillors) are meeting with resident panel members to establish ongoing communication about areas important to Councillors & Residents.	Community Relations
English not spoken as a first language/ communication barriers	Lewisham Council can provide translation services (written and spoken) where required.	Community Relations

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	Please contact <a href="mailto:communityrelations@lewisham.gov.uk">communityrelations@lewisham.gov.uk</a> or your housing officer to ensure we have a record of your preferred language/ any communication barriers. We can ensure any translation services required are delivered.	
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### Environmental/ pest control

Issue raised	Response	Lead team
How do I report pest control issues in my home?	You can use this link: <a href="https://lewisham.gov.uk/myservices/pest-control">https://lewisham.gov.uk/myservices/pest-control</a> for more information about Lewisham Council's approach to pest control, and to report any pest control issues in your home.	Environmental
Individual issues were sent in relation to <ul style="list-style-type: none"> <li>- Bin lid covers</li> <li>- Cleanliness of bins</li> <li>- Regularity of bin changes</li> </ul>	<p>More information about Lewisham Council's waste management services, including how to report issues with your bins can be found here: <a href="https://lewisham.gov.uk/myservices/recycling-and-rubbish">https://lewisham.gov.uk/myservices/recycling-and-rubbish</a></p> <p>If you have tried to address waste management issues with your neighbour(s) and the issue is ongoing, then you can report to your Housing Officer as nuisance, and we can investigate in line with our policy. Possible solutions include mediation and good neighbour agreements between parties.</p>	Environmental
Fly tipping by outsiders and residents, especially residents that run businesses from home.	<p>You can use this link to find more information about the Council's approach and to report and provide evidence of fly-tipping: <a href="https://lewisham.gov.uk/myservices/environment/street-cleaning/flytipping">https://lewisham.gov.uk/myservices/environment/street-cleaning/flytipping</a></p> <p>Any fly-tipping on your estate can be reported to your caretaker/ housing officer who will follow up.</p>	Street cleaning
Caretaking/ cleaning outside of blocks (how often should this be)	<p>Each home/ block we manage will have a different cleaning schedule.</p> <p>Please call 0800 028 2028, or email the Estates Environment <a href="mailto:Estates@lewisham.gov.uk">Estates@lewisham.gov.uk</a> team to report any issues with caretaking/ cleaning or to enquire about the regularity of cleaning in your block.</p>	Environmental
Bins and pathway cleaning		
Access to recycling centres / a tip? Has the council quantified the cost of fly tipping?	TBC	Waste management
How do you decide the number of bins for block?	The number of bins for each block is largely based around the number of homes, and access to store bins in a space that's accessible to the bin lorries.	Waste management/ environmental

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	<p>We are working to improve waste management systems across the homes we manage to manage overflowing bins.</p> <p>More information about Lewisham Council's waste management services, including how to report issues with your bins can be found here: <a href="https://lewisham.gov.uk/myservices/recycling-and-rubbish">https://lewisham.gov.uk/myservices/recycling-and-rubbish</a></p>	
Bin chutes (Concerns on access and size of them raised)	We are currently reviewing the use of bin chutes on some estates, and will consult residents on their use in areas where concerns are raised.	Environmental
Improve green spaces	<p>We work closely with teams across the Council for projects to improve green spaces. We apply for external funding from a range of funders to support initiatives and encourage residents to get involved.</p> <p>Our gardening team (housing) maintain green areas on housing land and can be contacted in relation to specific areas you'd like to see improved. Estates Environment &lt;Estates@lewisham.gov.uk&gt;</p> <p>There is also a parks &amp; open spaces team at the Council, who oversee green spaces that are not on housing land, they work in partnership with the contractors Glendale to do this. (<a href="https://lewisham.gov.uk/inmyarea/openspaces">https://lewisham.gov.uk/inmyarea/openspaces</a> )</p>	Environmental

## Highways/ street maintenance

Issue raised	Response	Lead team
Very bad potholes.	<p>More information on how to report potholes, and to report online can be found here: <a href="https://lewisham.gov.uk/myservices/roads-and-transport/roads-and-pavements/road-maintenance/potholes">https://lewisham.gov.uk/myservices/roads-and-transport/roads-and-pavements/road-maintenance/potholes</a></p>	Highways
Reports of pavements and concerns they are trip hazards.	<p>More information on how to report problems with streets in Lewisham, and to report online can be found here: <a href="https://lewisham.gov.uk/myservices/environment/street-cleaning/report-a-problem-with-a-street">https://lewisham.gov.uk/myservices/environment/street-cleaning/report-a-problem-with-a-street</a></p>	Highways

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### Housing Management

Issue raised	Response	Lead team
Information about pram sheds and how they are managed on estates.	We are currently undertaking a project to review our approach to pram shed management and will be creating a new policy to set out our approach as part of that project	Housing Management
Several individual tenancy issues were raised.	These have been responded to individually or shared with the relevant team to follow up. Residents can find out who their housing officer is through this link: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/council-tenants/housing-officer-search">https://lewisham.gov.uk/myservices/housing/council-homes/council-tenants/housing-officer-search</a> Or contact housing management on 0800 028 2028 ( <a href="mailto:housingmanagement@lewisham.gov.uk">housingmanagement@lewisham.gov.uk</a> )	Housing Management
Why the Housing Officers never have a presence in the estates they're supposed to be overseeing?	Housing Officers carry out a number of different tasks and this involves both being out on estates and visiting people at home, and also tasks that require office time. Housing Officers cover patches of around 750-850 properties and these can encompass more than one estate.	Housing Management
Issues with housing management in private sector rented properties were raised	Feedback has been shared with relevant team for an update ( <a href="https://lewisham.gov.uk/organizations/private-sector-leasing">https://lewisham.gov.uk/organizations/private-sector-leasing</a> )	Housing Management

### Income

Issue raised	Response	Lead team
Has there been a policy change with how the council collect rent?	No	Income
My rent is £100 per week more expensive than everyone else in the block. I would be interested to know your reasoning for this	This property is part of the 100 acquired properties scheme which was part funded by the Greater London Authority. Under the grant conditions, the rent is to be charge at London Affordable Rent (LAR) rate. The LAR rent rates are published on the GLA web site – note, these rates are not set by LBL.	Income
Information about my application and receiving a support grant for items for my home. extensively.	More information can be found here: <a href="https://lewisham.gov.uk/myservices/housing/grants-and-loans-to-improve-your-home">https://lewisham.gov.uk/myservices/housing/grants-and-loans-to-improve-your-home</a>	Welfare benefits/ income

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### Major works

Issue raised	Response	Lead team
Many residents enquired about when major works would take place at their property, including window replacement. Residents have asked for a: Major Works timeline and plans for programme of works	Included in update on stock condition survey. More information about the works programme will be shared soon. Slides presented at the roadshow about this have been shared with those who registered to attend the session, please contact <a href="mailto:commuinityrelations@lewisham.gov.uk">commuinityrelations@lewisham.gov.uk</a> if you would like us to send you a copy of these.	Major Works
What is happening to any works that residents have been told were going to take place previously but have now been cancelled/ not happened?		Major Works
Maintenance plan for roofs, and gutters.		
What are the Council doing about properties that need new kitchens and bathrooms?		
Why are the condition of hostels/ temporary accommodation so bad, and what are you doing to improve?	We are currently carrying out major work across 14 hostels to be completed over the next 2 years.	
Why are communal area repairs and maintenance costs so expensive (painting, etc)	Works carried out by the major works team will be carried out as part of the contract with contractors (eg. Mullalley/ United Living)  Cyclical painting/ updates to communal areas are carried out by the repairs team or contracted to others to carried out. These works are fully costed and details of specific works/ costs can be sought from the relevant contract manager (Major Works <a href="mailto:MajorWorks@lewisham.gov.uk">MajorWorks@lewisham.gov.uk</a> )	Repairs/ service charge teams

## Common questions themes raised by Lewisham Council housing service residents, and our response

### New Homes

Issue raised	Response	Lead team
Are there any plans for more new homes on the Crossfields estate (SE8), or any plans to rebuild/demolish Frankham House?	There are not currently any plans to rebuild/ demolish Frankham house, or for more homes on the Crossfields estate.	Regeneration

### Parking

Issue raised	Response	Lead team
Issues related to parking on estates- including lack of signage and increase in cost to park.	You can contact the Lewisham Council parking team by calling 020 8787 5397 and selecting option 3, or by emailing <a href="mailto:lewishamparkingpermits@nslservices.co.uk">lewishamparkingpermits@nslservices.co.uk</a>	Parking
Concerns raised about the impact parking restrictions have on areas/ estates with no restriction (increase in cars just outside of permit area.	More information about the sustainable street programme, please see: <a href="https://lewisham.gov.uk/myservices/roads-and-transport/sustainable-streets-programme">https://lewisham.gov.uk/myservices/roads-and-transport/sustainable-streets-programme</a>	Sustainable streets

### Pinnacle/ Regenter managed properties

Issue raised	Response	Lead team
Individual and wider management queries about Pinnacle/ Regenter managed homes.	Pinnacle/ Regenter residents can find more information about services and contact information through this link: <a href="https://www.pinnaclebrockley.co.uk/">https://www.pinnaclebrockley.co.uk/</a> Individual issues have been sent to Pinnacle/ Regenter to respond to directly.	Pinnacle/ Regenter

### Rent collection

Issue raised	Response	Lead team
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## Common questions themes raised by Lewisham Council housing service residents, and our response

More information on how rent is collected and why it was increased.	More information about how rents are set can be found through this link: <a href="https://lewisham.moderngov.co.uk/mgConvert2PDF.aspx?ID=117338">https://lewisham.moderngov.co.uk/mgConvert2PDF.aspx?ID=117338</a>	Finance
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### Repairs

Issue raised	Response	Lead team
Why don't repairs provide you with a job reference number when you log them online?	Currently the repair hasn't been logged, the system sends an email to the repairs team for this to be raised. Within the repairs improvement programme, the portal will be developed for residents to raise, book and move their own appointments which will also give the reference number.	Repairs
Maladministration taking place within the Council's Housing and Repair section, causing unnecessary spending from Council budgets	Admin processes are being reviewed, and we are looking at streamlining the number of systems used and checks to ensure notes and information is left and passed over to reduce maladministration across the repairs service.	
I believe you were struggling to find scaffolding contractors, had this now been resolved?	We have four subcontractors that are approved for the use of scaffolding. Our compliance and asset managers have their own scaffolding contractors.	
1. What checks/frameworks are in place when assessing and calculating housing repairs 2. When are clear, itemised receipts for repairs going to be provided as standard and without request 3. What are you doing to reduce your service response SLA's 4. Where can we find a clear roadmap of future repairs for our properties?	The contract manager (Lewisham Council) will ensure there are checks in place when calculating repairs, these will be discussed alongside the quality of the works in regular contract meetings.  We are using the recent stock condition survey to understand any underlying structural issues, alongside data from repairs reported to understand and prioritise properties with recurrent repair issues.  There is more information on the repairs services and our commitment to residents here: <a href="https://lewisham.gov.uk/my services/housing/council-homes/repairs/repairs-responsibilities">https://lewisham.gov.uk/my services/housing/council-homes/repairs/repairs-responsibilities</a>	
Issued raised around communication within the repairs team, and directly with the resident.	We are aware of the challenges some residents face when reporting repairs, and are working to create a more dynamic system to manage, and keep residents updated when they report repairs.	

## Common questions themes raised by Lewisham Council housing service residents, and our response

Residents reported not feeling informed or updated about repairs. How are we using technology to improve communication on this/ on the portal?	We will be user testing this with residents. If you're interested in being involved please contact the community relations team ( <a href="mailto:communityrelations@lewisham.gov.uk">communityrelations@lewisham.gov.uk</a> )	
Repairs policy, timeframe to complete works and the subcategories. For example, Emergency repairs, urgent repairs and routine repairs.	<a href="https://lewisham.gov.uk/myservices/housing/council-homes/repairs/repairs-responsibilites">https://lewisham.gov.uk/myservices/housing/council-homes/repairs/repairs-responsibilites</a>  Pleas see link above for details on repairs timeframes.	
Define what property repairs a tenant is liable for.	<a href="https://lewisham.gov.uk/myservices/housing/council-homes/repairs/repairs-responsibilites">https://lewisham.gov.uk/myservices/housing/council-homes/repairs/repairs-responsibilites</a>  Please see link above for details on what repairs a tenant is responsible for.	
What is the process for leaseholders to get repairs completed? It is difficult to get hold of the correct department, and there are no updates provided to the leaseholders on the progress of repairs.	Leaseholders can report communal repairs by calling 0800 028 2028 or emailing LH Repairs <a href="mailto:lhrepairs@lewisham.gov.uk">lhrepairs@lewisham.gov.uk</a>  The home ownership team can be contacted on the same number or through this email: <a href="mailto:HOS@lewisham.gov.uk">HOS@lewisham.gov.uk</a> For any lease/ service charge questions.  There is also a leaseholder forum, which leaseholders can sign up to be part of, there are quarterly virtual meetings with the home ownership team: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/leaseholders">https://lewisham.gov.uk/myservices/housing/council-homes/leaseholders</a>	
Why is it so hard to get into contact with the disrepair team?	The disrepair team can be contacted through this email address: <a href="mailto:DisrepairInspection@lewisham.gov.uk">DisrepairInspection@lewisham.gov.uk</a> or by calling 0800 028 2028  If there are further issues contacting the team you can raise a complaint ( <a href="https://lewisham.gov.uk/mayorandcouncil/complaints-and-feedback/housing-complaints-procedure">https://lewisham.gov.uk/mayorandcouncil/complaints-and-feedback/housing-complaints-procedure</a> )	



## Common questions themes raised by Lewisham Council housing service residents, and our response

Timeframe to complete repairs to garages	<p>More information about garages can be found here: <a href="https://lewisham.gov.uk/myservices/housing/council-homes/estate-services/parking-and-garages">https://lewisham.gov.uk/myservices/housing/council-homes/estate-services/parking-and-garages</a></p> <p>Repairs are reported to the repairs team by calling 0800 028 2028 or emailing LH Repairs <a href="mailto:lhrepairs@lewisham.gov.uk">lhrepairs@lewisham.gov.uk</a>. They will be prioritised according to what repair is required.</p>	
Council personnel should ensure that repairs and refurbishments for disabled people are carried out in a way that is beneficial to them.	<p>Residents can request an Occupational Therapy assessment to understand and arrange any required aids to support independent living: <a href="https://lewisham.gov.uk/organizations/occupational-therapy-service">https://lewisham.gov.uk/organizations/occupational-therapy-service</a></p> <p>Housing Officers have more information about this process. The housing management team can be contacted through this email: Housing Management <a href="mailto:HousingManagement@lewisham.gov.uk">HousingManagement@lewisham.gov.uk</a> or by calling 0800 028 2028.</p>	

## Service charges/ leaseholder billing

Issue raised	Response	Lead team
What are the provisions to inform new leaseholders when major works are due to take place on your property.	<p>For new Right to Buy purchases any planned works along with the leaseholder's estimated contribution should be included in the Right to Buy offer notice.</p> <p>For leaseholders purchasing the property on the open market the pre assignment pack is the responsibility of the vendor to complete. If the vendor or their solicitor request a pre assignment pack from us, we include all the live section 20 (statutory consultation notices) in the pack. However it should be noted that it is the responsibility of the vendor to pass on any notices they have received about major works to their purchaser and we make this clear in the notices.</p> <p>If no statutory consultation is carried out in advance of major works taking place then the Council is limited to what they can charge. Further information can be found in our guide to section 20 on our website <a href="#">Lewisham Council - Getting started</a> or from the Leasehold Advisory Service <a href="#">Home - The Leasehold Advisory Service</a></p>	Home Ownership

## Common questions themes raised by Lewisham Council housing service residents, and our response

### Waste Management

Issue raised	Response	Lead team
What will be done to help residents living close to Landman Way Waste Management centre The chimney is continuously burning, and smoke is rising from it. It is affecting the health of residents.	SELCHP ERF forms an essential part of London's waste management infrastructure providing electricity for 48,000 homes and heating for 2,800 via its district heating scheme. The site operates under a very stringent Environmental Permit regulated by the Environment Agency. SELCHP Ltd Emissions Environment has a Position Statement about this. For more information about the site please visit <a href="http://selchp.com">selchp.com</a> .  There are other waste sites on Landmann Way but none of them have a chimney.	Waste management
What are you doing to prevent, and fine those who fly-tip?	If the fly-tipping occurs on the highway, we urge residents to report them on <a href="#">Cleaner Lewisham - Love Where You Live</a> . Our enforcement team is always out and about checking, particularly, the hotspots for evidence. When they find evidence, they write to residents and in many cases they go to court to prosecute the perpetrators. They also install posters around the borough about fly-tipping	Waste management
Can the first brown bins be provided free?	Brown bins for garden waste can only be provided if someone signs up for the service. We are not currently able to provide these for free.	Waste management
How are you helping residents recycle more? Particularly on estates where there are no recycling bins.	We engage with managing agents and provide them with information on what is accepted in the recycling and ask them to share it with all their residents (see attached). We also send a leaflet with the Council Tax for the last 4 years. We also have plenty of information available on our website, including an 'A to Z of recycling'.	Waste management
How will you improve food waste collection and prevent vermin?	We have a lot of issues across the borough with refuse bins because residents dispose of their rubbish containing food. The bins are usually kept open, which attracts vermin due to easy access. Food waste bins are kept closed and so far we haven't had any issues at other locations.	Waste management