



Contents

1. Overview and purpose of the webinar	1
2. Key themes and updates shared	1
A. Overview.....	1
B. Gas compliance	2
C. Repairs service update.....	2
D. Housing management.....	3
E. Complaints process.....	3
3. Resident questions and council actions	3
1. Emergency repairs and out-of-hours service	3
2. Case ownership for complex issues.....	3
3. Heating costs in heat network properties	3
4. Repairs portal.....	3
5. Future resident engagement.....	4
4. Follow-up actions for Lewisham council.....	4
5. Summary	4

1. Overview and purpose of the webinar

Chair: Alys Exley-Smith (Community Relations Manager)

The session formed part of Lewisham Council Housing's 'Resident Engagement Strategy and Framework', offering updates from the quality and investment department (gas compliance, repairs), alongside an overview of Lewisham Council housing services. Residents submitted questions in real time via the Q&A.

Recording: Available via the Teams link shared with attendees [[Webinar \(r...residents | Meeting\]](#)]

2. Key themes and updates shared

A. Overview

Presented by Chris Brown (Director of Quality and Investment)

Building safety and compliance

- Continued work with the building safety regulator on high-rise and high-risk buildings.
- Strong performance across compliance areas (gas, lifts, fire safety, electrics, asbestos, water).

Repairs transformation

- New ICT system improving repair logging, coordination and reducing lost jobs.

- 68% of repairs are now carried out by the in-house Direct Labour Organisation (DLO), significantly increased from previous years.
- Call waiting times have improved- residents now typically wait less than 5 minutes.

Capital investment and decent homes

- Major increase in investment coming from April, including a planned five-year programme.
- Decency failures reduced from 26% to 12%, largely through tackling health and safety hazards, and damp & mould.

Damp & mould (Awaab's law)

- Rapid response: most initial visits within 24 hours.
- Future compliance requirements will cover excessive heat/cold.

Complaints and resident feedback

- Complaint handling is improving with quicker responses and fewer overall complaints.
- Teams are expanding to increase capacity and strengthen resident communication.

B. Gas compliance

Presented by Peter Whittington (Head of Compliance)

Performance

- Two contractors: BSW (South) and Smith & Byford (North).
- Domestic gas compliance at 99.76% against a 100% target.
- Emergency callout performance at 99.56%, strong even in peak winter months.

First-time fix and boiler replacement

- First-time fix rates improving due to standardised boiler models and parts availability.
- Reactive boiler installations now targeted for completion within 24 hours, achieving close to 100%.

Lessons learned and improvements

- New system rolling out: residents will now receive a return appointment date/time while the engineer is still on-site.
- Independent heating audits ensure contractor quality assurance.

Contract stability

- Gas contracts extended for five more years based on performance, value for money, and service quality.

C. Repairs service update

Presented by Dean Cooper (Head of Repairs)

Call centre performance

- Significant increase in calls, especially due to damp & mould queries.
- New direct damp & mould triage line introduced.
- Average queue time for new repairs: between 4–5 minutes.

Works in progress (WIP)

- Open repairs reduced from 7,681 (Oct) to 5,804 (Feb).
- Over 21,000 repairs raised in six months; 19,038 completed in the same period.

Awaab's law performance

- 198 new damp & mould cases reported in January.
- Category 1 hazards (emergencies) met 100% response targets in Nov/Dec- slight delay in January due to holiday period.

Future Improvements

- New resident repairs portal to allow self-logging, tracking and appointment management.
- Workforce shift: DLO continues to expand to ensure more consistent standards.

D. Housing management

Presented by Clare Hopkins (Head of Housing & Communities)

Lettings

- Timeframes for receiving keys depend on required repair work.
- Residents should expect regular updates from the lettings team and early viewings even while works continue.

Tenancy management and anti-social behaviour (ASB)

- Housing officers have defined responsibilities but are not the default route for repairs.
- ASB Team presence at future roadshows confirmed after resident feedback.

E. Complaints process

Carol Hinvest (Director of Resident Engagement & Services)

Key points

- Complaints must be raised within 12 months, per the statutory Housing Ombudsman Code.
- Complaints must be acknowledged within five days.
- Residents may still raise issues linked to older repairs if the failure occurs recently.

3. Resident questions and council actions

1. Emergency repairs and out-of-hours service

Residents queried performance issues with the outsourced out-of-hours service.

Action: Cases to be reviewed directly with the contractor when residents provide details- process improvements underway.

2. Case ownership for complex issues

Residents asked for a single point of oversight.

Action: A new structural proposal includes caseworkers for damp, mould and disrepair.

3. Heating costs in heat network properties

Residents queried high standing charges in network-supplied heating systems.

Action: Residents were asked to email the heating team with property details for investigation.

4. Repairs portal

Residents raised concerns about lack of reference numbers.

Action: New repairs portal will provide references, appointment booking and tracking capabilities.



5. Future resident engagement

Residents expressed interest in repairs open days and estate walkabouts.

Action: Two borough-wide open days planned (North & South), plus estate-specific sessions where needed. These will be promoted widely to residents.

4. Follow-up actions for Lewisham council

- Publish the webinar recording on the Lewisham website.
- Use resident feedback to shape future webinars (topics requested included contractor management and repairs transformation).
- Continue expanding resident engagement via walkabouts, in-person events, and panels.

5. Summary

- Services are improving: faster call handling, more repairs completed, clearer compliance monitoring.
- Damp and mould remains a high priority, with rapid response embedded.
- Gas safety performance is strong, with more transparency and better appointment communication coming soon.
- Resident engagement continues to expand with more opportunities for residents to influence services.
- Complaints and communication processes have been strengthened in response to resident feedback.