



Online roadshow: Lewisham Council Housing Service update for residents

Wednesday 19 November 2025

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Attendee numbers

171 registered

123 attended

Presenters/ attendees from Lewisham Council

AES: Alys Exley-Smith, Community Relations Manager (Housing). Chair.

AW: Anna Wojtaszewska, Change Manager (Business improvement team)

CB: Chris Brown, Director of Quality & Investment (Housing)

CBa: Chris Bayley, Head of Product Development (Digital team)

CH: Carol Hinest, Director of Resident Engagement and Services (Housing)

DD: Donald Daby, Community Relations Officer (Housing)

FWC: Farrah Wright-Codlin, Senior Community Relations Officer (Housing)

GD: Gillian Douglas, Executive Director (Housing)

JU: Jessica Ukpebor, Lead Product Designer (Digital team)

KO: Kemi Ojutalayo, Head of Stock Investment and Asset Management (Housing)

PV: Prish Vaswani, Lead Product Manager (Digital team)

SB: Sylvester Bultman, Project Manager (Business Improvement team)

Summary of key topics covered

1. Introduction

AES welcomed everyone to the Lewisham Council Housing webinar, part of the new resident engagement strategy. The meeting aimed to provide opportunities for residents to engage more with Lewisham council housing staff, covering topics such as repairs, open days, door knocking surveys, and more.

2. Mock inspection and Ombudsman

GD discussed the recent mock inspection against consumer standards and the Ombudsman's special investigation into Lewisham Council's landlord services.

The mock inspection aimed to prepare for the regulator's inspection, while the Ombudsman's investigation focused on complaint handling, particularly around damp, mold, and leaks.

3. Stock condition survey

KO provided a summary of the recently completed stock condition survey, which aimed to understand the condition of the council's housing stock. The survey identified areas needing investment, such as window replacements and building structural repairs, and highlighted the importance of meeting decent home standards and energy efficiency requirements.

A summary is provided below of the presentation:

- *Survey accessed 83% of homes; initially 26% were non-decent, now reduced to 14%.*

- *Major investment needed: £1.8 billion over 30 years.*
- *Priorities: building safety, energy efficiency, structural repairs.*
- *Window replacements and damp/mould prevention are top focus areas.*
- *The goal is to have 100% decent homes by 2028 and EPC rating C or above.*
- *Programme underway to replace fire-rated doors in blocks.*
- *Most fire door upgrades are expected to be complete by October 2026.*

Commonly asked questions (stock condition)

Q: What does “decent home” mean?

A: Homes must meet minimum standards for safety, energy efficiency, and condition of key components like kitchens, bathrooms, and windows.

Q: Where does funding come from?

A: Mainly from rents and service charges, plus specific government grants such as the Social Housing Decarbonisation Fund.

4. Resident portal

AW demonstrated the functionality of the new resident portal, which allows residents to access and update personal details, financial information, repair history, and various requests.

The portal aims to improve the user experience and provide a more integrated and efficient way for residents to interact with the council.

A summary is provided below of the presentation:

- *A new resident portal is live: residents.lewisham.gov.uk.*
- *Features include:*
- *View account details and rent balance.*
- *Raise repairs (limited types for now).*
- *Submit tenancy changes, ASB reports, and general requests.*
- *Mobile-friendly and uses single sign-on with MyLewisham accounts.*
- *Full integration with the new repairs system (Total Mobile) coming in early 2026 for a better user experience.*

Commonly asked questions (portal)

Q: Why can't I report all repairs through the portal yet?

A: The portal currently supports limited repair types. Full integration with our new system will launch in early 2026.

Q: Do I need to re-report repairs already logged on the portal?

A: No. Existing repairs remain in the system and will appear in your portal history as integration progresses.

Q: How do I get help if I can't log in to the portal?

A: Email housingenquiries@lewisham.gov.uk or call 0800 028 2028.

5. Resident feedback

Concerns were raised in the webinar by residents about:

- **Delays, poor quality repairs and repeated patch jobs**
 - Concerns about patch jobs, repeated issues, and long wait times
 - Desire for extended hours and combined appointments for convenience.
- **Delays in windows, and kitchen/bathroom replacements**

Requests for clearer timelines on upgrades and fire door replacements.
- **Contractor accountability**

Calls for stricter oversight and better workmanship.
- **Portal access and usability**

Feedback on login issues and navigation challenges

Action points

General (Lead: AES)

- Unresolved individual housing issues: Provide residents with the information they need to report repairs and other housing issues through the normal reporting and complaints channels.
- Registering for a garage: We are aware of issues with residents registering for a garage- there are long waits and IT systems were recently updated for the management of this. Residents can contact the customer services team if they are unsure if their application has gone through. Please don't re-apply if you're already on the list.
- Compile key themes and feedback from this webinar to inform topics for future resident roadshows and engagement events.
- The chat was fast moving and Q&A section separate- we are exploring how we can improve this in the next webinar.

Mock inspection and Ombudsman (Lead: GD)

- Follow through on the actions identified in the mock inspection report and integrate them into the existing improvement plan.

Stock condition survey (Lead: KO)

- Publish the definitive list of properties included in the five-year window replacement programme once finalised and communicate this to residents.

Resident portal (Lead: AW)

- Ensure the full integration of the new repair system, Total Mobile, with the resident portal by early 2026.
- Collect and review resident feedback on the new portal to inform future improvements and development plans.
- Provide clear instructions and support for residents experiencing issues with portal login due to email mismatches between My Lewisham account and the housing management system.
- Increase promotion and visibility of the resident portal link on council web pages and communications once testing is complete.