

Appendix 4. Summary of Responses from Tenants & Residents Associations (T&RA) and Tenants Management Organisations (TMO)

<i>T&RA/TMO</i>	<i>Feedback received</i>	<i>Action taken / outcome</i>
Adams Gardens	<p>The plan indicates that only two of the three blocks on Adams gardens are to have the bathroom work done, why is this? Only one block is to have the HHSRS check, why? Why are the antiquated back boiler systems on Adams gardens not being changed? Also, the last time the kitchens on Adams gardens were refurbished was 1978, why has this essential work been overlooked for so many years when other estates with newer kitchens have had work done? What do the electrical work entail and how much will leaseholders be expected to pay for this? In the light of the recent gas leak from a rotten exterior pipe affecting 3 flats, questions arise about the safety of the old pipes on Adams Gardens.</p>	<p>Written response provided - no plans to install new kitchens to any estates in the five year programme, as not required to meet the Decent Homes or WDS standard. Boilers will only be renewed when recommended as per the yearly service checks. HHSRS works will be carried out where a surveyor has identified a particular risk or hazard when surveying a property. Any electrical work inside of tenanted properties is not chargeable, but work to the electrical supply to any communal areas would be.</p> <p>No changes required to planned programme.</p>
Albert Barnes House T&RA	<p>Residents at Albert Barnes House complain about the overall shabbiness of the building. With regards to the programme two omissions are being queried:</p> <p>External Doors – old wooden doors contribute to poor security and are eyesores. They are frequently broken and out of action.</p> <p>HHSRS – the age of block merits a full health & safety inspection.</p> <p>Windows – windows need overhaul and maintenance. A number of dwellings suffer from windows with broken locks or hinges or ill fitting frames causing drafts.</p>	<p>Decorations works are not part of WDS.</p> <p>Doors were looked at by our stock condition surveyor and not judged to be in immediate need of replacement. They are Hardwood doors.</p> <p>When a new survey to the block is carried out it will include HHSRS assessment of the communal areas.</p> <p>Windows are not in need of renewal.</p>
Alberta Estate T&RA	<p>There are a lot of properties missing on the list for the estate on Ambergate Street and Alberta Street which needs works like the rest of the estate. Can you check and add to your list as required.</p>	<p>Response provided - both Alberta St. and Ambergate St. are listed separately on the street properties sheet. Properties not listed do not require works under the WDS programme.</p> <p>No changes required to planned programme.</p>
Browning EMB	<p>A wide variety of issues have been discussed and information requested.</p>	<p>Numerous written and verbal responses provided including on site meetings with senior stock condition surveyor.</p>

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	<p>Specific query on Newbolt House – queried accuracy of scs data relating to electrics and boilers.</p> <p>HHSRS – requested explanation</p> <p>Asbestos – queried absence of an asbestos removal programme.</p> <p>External decorations – included in investment history but not in future plans.</p>	<p>Electric data was cloned and has subsequently been updated.</p> <p>Explained during face to face meeting.</p> <p>No requirement to remove asbestos. Processes in place to manage asbestos in our housing stock.</p> <p>External decorations are not included in the programme and this is very clearly not part of WDS.</p>
Crispins Estate T&RA	<p>Bathrooms are due to start works 2015-16, but tenants' kitchens are the main issue on the estate.</p> <p>160a-180d Jamaica Road requires decorations works to front of block. There is also peeling paint on walls and ceiling of stairwells.</p>	<p>Written response provided - no plans to install new kitchens to any estates in the five year programme, as not required to meet the Decent Homes or WDS standard. Bathroom works, not necessarily full renewals, are to be undertaken to individual properties as required.</p> <p>Decorations works are not part of Warm, Dry, Safe Programme.</p>
Consort T&RA	Requesting details of schedule of works and level of investment proposed for Consort estate.	Written response provided and sent on behalf of Cllr Wingfield. Consort estate is part of the existing 2yr programme and hence details for it were not included in the draft new Housing Investment Programme.
D'Eynsford Estate T&RA	Two blocks are missing off the planned programme: 76-127 Don Phelan Close, and 50-75 Don Phelan Close.	Written response provided - neither of the two blocks at Don Phelan Close requires WDS works in the next 5 years.
Fair Community Housing Services TMO	Survey information on the blocks 1-32 Lewes House,1-61 St Olaves Estate,1-18 Fair Street,1-79 St Johns Estate,1-23 Coxson Way, 1-489 Devon Mansions,1-5 Hartland House is inaccurate and would like additional surveys to be carried out to the blocks to identify any investment works required.	External surveys undertaken, and stock condition database has now been updated.
Hawkstone T&RA	Rotherhithe Forum does not accept the 5 year Investment Program as presented.	Noted.
	Comment and request for information/clarification - Rotherhithe Area has been allocated £6,500,000 for the HIP	Written response provided - decision has yet to be made regarding the remainder of the Hawkstone allocation not

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Hawkstone (cont'd)	<p>programme years 11/12 & 12/13, however no blocks have been specified in the programme for the "Hawkstone". Further to this, it appears on page 4 that £7,000,000 has been lumped together with £11,000,000 for Maydew House. If correct, this makes a total allocation over the HIP years of £6,500,000 and £7,000,000 for the Hawkstone Programme? However, the £6,500,000 will not be spent in 11/12 & 12/13 will it? About £3,500,000 for John Kennedy max I would say. There are no other blocks in the "2 year programme" in Rotherhithe.</p>	<p>used for John Kennedy House. This decision will be made after the feasibility report goes to Cabinet in October 2011.</p>
	<p>Why is the Hawkstone Low Rise estate not on the current list as it was confirmed in July 2009 that we would be part of the 2 year programme from 2010 to 2012?</p>	<p>Written response provided - Hawkstone Low Rise properties are included in the programme as carry over schemes from the former '2 year' programme, subject to the feasibility proposals going to Cabinet in October 2011.</p>
	<p>We have a been presented a 5 year plan with the promise to deliver the first three years of our five year plan to make every council home warm, dry and safe. I seek clarification of this, given words and context of the 5 year plan. How do we reconcile the policies?</p> <p>Previously residents have assumed that promises, commitments and WIP made by our Landlord, Southwark Council, would be honoured even if an administration changes - kind of necessary to have any good faith or credibility. What are we to make of this? The "first three years" are? 2010/11, 2011/12, 2012/13? What happens to the last 2 years? Is there no commitment at all? Even if the same administration is returned in 2014ish there appears to be no commitment to the block listed in the last two years of the proposed 5 years plans.</p>	<p>Written response provided - confirmed that programme covers 2011/12 to 2015/16. Also confirmed that Hawkstone Low Rise blocks are included in the programme, as above.</p>
	<p>Westfield House: works are required to the windows, doors, guttering, roof, exterior décor and stairwells.</p>	<p>External survey undertaken - indicates that the age and condition of the doors extends their lifetime beyond the 5 year programme. Repairs are required to metal balustrade on the first and second floor balconies, concrete communal balconies, and concrete stairs. Re-pointing is also required around stairwell throughway onto first floor communal balcony.</p>

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	<p>Harboard House (to be added)</p> <p>Brydale House: Kitchens & Bathrooms not done under refurbishment scheme.</p> <p>John Kennedy House: Work is meant to be starting now and we are waiting to get a firm date for start of works to begin – needs kitchens, bathrooms, windows, balconies, communal foyers, walls and floors.</p> <p>Low Rise Properties: currently awaiting cabinet decision on refurbishment or regeneration – if refurb then windows, kitchens, bathrooms, electrics, doors and stairwells will require works.</p> <p>Garages on the estate are in a very poor condition.</p> <p>Scheme for elderly tenants where one room is decorated for them is missed and its return would be welcomed.</p>	<p>To be included in programme.</p> <p>Kitchens are not generally being replaced under the WDS programme. Stock Condition Survey data showing only one dwelling out of 74 failing decency on both kitchen and bathroom.</p> <p>Due to start in Jan 2012 – carried over from previous 2yr programme for internal and external works. Current delay is due to problems with contract costs.</p> <p>Properties will be assessed after report has gone to Cabinet in October and decision on future of low-rise blocks has been made.</p> <p>Garages do not form part of Warm, Dry, Safe programme.</p> <p>Noted, but again this type of work does not form part of the WDS programme. Comment to be passed to Housing Management team for consideration.</p>
Hayles T&RA	Hayles Buildings – Windows here are very old. Although they may look reasonable from the outside, the glass is very thin and is poor insulator. At a minimum the windows require repainting to keep them in a reasonable state. Maurice Soden has advised that it may be possible to carry out a heat loss test to see if the building qualifies for draft proofing measures.	The stock condition surveyor judged the windows at Hayles buildings to require renewal or major repairs in 2015-19. Hence they are just outside of the current programme. Details regarding thermal testing/heat loss assessment to be provided.
Juniper House TMO	Electrics Works are programmed in 2015/16, but internal electrics have been updated in tenanted properties as part of the Decent Homes scheme just completed. The rear windows are in very poor condition. We have the money to varnish them or possible contribute towards new windows, but the cost of scaffolding is an issue. Would Southwark be willing to look at the option of including Juniper's rear windows, with investment	Written response provided - it is possible there are just odd properties down for electrics, this will be checked. Results of the stock condition survey for the windows have been adjusted - If replacement required Southwark will fund it.

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	from both Southwark and Juniper?	
KETRA (Kingswood Estate T&RA)	<p>At KETRA meeting last week they asked when will the Investment Team be carrying out works to Kingswood Estate.</p> <p>Some work was completed in 2005 but the internal stairs and walls are now in need of painting, and renewing the floor covering in the communal areas in the blocks.</p>	<p>Written response provided - works are planned in 2015/16 for the Kingswood estate.</p> <p>Written response provided - external decorations and works to internal communal areas will not be completed within the WDS programme unless they are associated with other remedial works.</p>
Lytcott Grove Estate T&RA	Concerns raised regarding general condition internally and externally at Melbourne Grove.	<p>External survey and internal sample-surveys undertaken.</p> <p>Blocks 104a -f, 106-120 and 122-136 Melbourne Grove. Survey shows all front external doors to be renewed and included in the 5 year programme. Some rear/side doors and emergency exit doors to be renewed and included in the 5 year programme.</p>
Millpond T&RA	<p>Requesting stock condition data for blocks on estate. Furthermore requesting details of wash hand basins present in the estate, as a significant number of properties here do not have WHBs in their bathrooms.</p>	<p>Initial written response provided by Ferenc Morath, Investment Manager.</p> <p>Stock condition surveyor has surveyed a sample of properties to check claims and found that there are indeed a number of properties lacking WHBs. These properties may not require bathroom renewals but simply addition of wash hand basins. To be added to programme.</p>
Nelson Square Gardens T&RA	<p>Helen Gladstone House and Vaughan House should have their works brought forward as these are in a poor state. Stock Condition Survey must have found greater urgency for works here. In one flat window were so bad that Southwark officers nailed some of them shut. One flat with very old electrics reported hot plugs and insufficient sockets</p> <p>Vaughan House – Cracks in external masonry</p> <p>FRA works not listed for either block. Risks exist here as there is only a single route of escape from the high rise.</p>	<p>The stock condition survey found a significant number of blocks which would ideally receive immediate attention. As it is not feasible to work on them all simultaneously, priority has been given to those estates where roofing and window works are required followed by estates where roofing or window works and the largest amount of other works are required.</p> <p>Written response provided by Ferenc Morath, Investment Manager. FRA works are part of a separate programme, and separate surveys following FRAs are being done to assess necessary works.</p>

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North Peckham T&RA	<p>Concerns raised regarding the general condition of the electrics, windows and doors to Garnies Close and Rowan Court.</p> <p>Garnies Close and Rowan Court still require some works. Electrics here have not been done.</p> <p>Boilers – Why are the boiler works not being done until 2013/14 when it is recognised that they are in very poor condition and one has already been condemned?</p> <p>Electric Upgrade has been completed to most blocks.</p> <p>External Wall Finish – Many residents have mould problems in their flats.</p> <p>Windows: require replacing in many blocks, especially Garnies where they are 22 years old.</p> <p>Doors: Doors on some blocks such as Rowan Court should be replaced.</p> <p>Fire Risk Assessment: fire at Thames Court three years ago has concerned residents regarding access.</p> <p>External and Communal Decorations: blocks such as Garnies Close have not had decs works for 22 years. Is this not an exceptional case?</p>	<p>Internal sample-surveys undertaken. The survey shows the age and condition of the doors and windows extends beyond the 5 year programme. Position re: electrics will be assessed prior to any works been undertaken.</p> <p>Electrics in programme for both blocks.</p> <p>The urgency of works is taken into account. Other urgent works are also required and hence this cannot be done until the allocated time.</p> <p>Electrical works will not be undertaken where this has already taken place.</p> <p>Mould problems will be dealt with under Repairs and Maintenance. The wall finish is not yet judged to be in a poor condition.</p> <p>Windows – Windows are not yet beyond their lifetimes and hence do not require replacing under the decent homes standard.</p> <p>Doors are passing DH and will be replaced ad hoc only where necessary.</p> <p>Fire safety officer notified of concerns.</p> <p>External/communal decoration works do not form part of the WDS standard.</p>
Nunhead T&RA	Citron Terrace is not listed for window renewal but Basswood close is even though the condition is identical. Please revise and add citron terrace to the programme.	Windows for Citron Terrace to be added to programme.

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	Request for regular maintenance of TV aerial at Citron Terrace.	To be passed to relevant section for action.
Parkside T&RA	<p>Report is vague and misleading as not all dwellings will receive the works ticked for any particular block.</p> <p>Slippers Place: Comparing programme to previously provided SCS and DH reports - works have been programmed for blocks where only one or two dwellings fail on a given element. E.g. HHSRS works for Morton and Matson House</p> <p>Electrical works to Morton, Gataker, Cornick, Matson & Arica – mains have been replaced and most tenanted flats rewired. Why are these in programme for electrics.</p> <p>Heating Carcass at Arica House - system installed in 1999.</p> <p>Morton House Stair Well – was not done as part of ex-decs on either Morton block. Requires repair.</p> <p>Glebe House Damp and Mould problems – tenants report damp & mould growth, yet the DH report states that whole block is decent.</p> <p>Arica House Windows – not listed. During major works in 1999, bodged repairs were carried out on windows. Since 2003, 127 windows have been repaired at cost of £27k.</p> <p>Arica House internal corridors need decoration, last done in 1999. Arica House has only had one ex decs programme in 30</p>	<p>It would not be possible to list works for individual dwellings as it is not yet known exactly which dwellings require certain works. Immediately prior to works being carried out to any block/dwelling, detailed condition surveys will be undertaken to establish the scope of works required.</p> <p>Blocks are listed for works if any dwellings within them require works to a key WDS element. Work will not be carried out to dwellings that do not require it. Immediately prior to works being carried out to any block/dwelling, detailed condition surveys will be undertaken to establish the scope of works required.</p> <p>Only properties that have not been rewired recently, and fail an electrical test will be re-wired.</p> <p>Heating Carcass on programme refers to pipework of internal dwellings. Stock Condition Surveyor has estimated age to be from 1964 at No. 74.</p> <p>Not part of Warm, Dry, Safe. Urgent repairs should be carried out under R&M contract.</p> <p>Damp & mould comes under HHSRS in the decent homes test. For a property to fail DH under HHSRS it must be classed as a severe (Category 1) hazard; therefore damp may have been noted but not included in the report.</p> <p>Windows checked by stock condition surveyor. Judged to have repair year of around 2017-21, and should hence be included in the next programme.</p> <p>External/communal decoration works do not form part of the WDS standard.</p>

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	<p>years.</p> <p>Arica House is due to receive FRA works shortly. What are the plans for the smaller blocks on the estate?</p>	<p>FRA work is prioritised for high rise blocks as the potential risk is higher. Again, this type of work is outside of the WDS programme.</p>
Rodney Road T&RA	<p>Dawes House – assume that no scaffolding will be required for roof and insulation works.</p> <p>Pincombe House not listed – no works planned?</p> <p>Nursery Row & Orb street should be same condition. Orb requires windows more than doors. If orb needs electrics so will nursery row.</p> <p>Naylor House – why no bathrooms at 13-18 and no TRVs at 7-18.</p>	<p>Not yet known. Detailed assessment to gauge exact scope of works will be carried out in due course.</p> <p>This is correct - no works are required in the next 5 years.</p> <p>Windows added for Orb Street, and external doors removed. Electrics not added for Nursery Row: this is subject to electrical testing closer to start of work.</p> <p>Bathrooms will only be replaced where a dwelling fails the modern facilities criteria of the decent homes standard, therefore not all dwellings will receive new bathrooms. Further surveys will be required to identify exactly which properties require works. TRVs are being removed from programme as these do not actually form part of the heating distribution system.</p>
Rutley Close T&RA	<p>1-38 Rutley Close: Roofs – are leaking in parts and poorly insulated.</p> <p>Windows: require repair/redecoration rather than replacement in majority of cases.</p> <p>Energy Efficiency should be improved through cavity wall and roof insulation.</p> <p>Object to any windows being replaced in uPVC.</p>	<p>Rutley Close has been checked by one of our stock condition surveyors and the roofs were judged to not require major repair until after scope of current programme (possibly around 2017). Minor repairs and leaks to be dealt with through R&M. Windows are a mixture of single and double-glazed. Single glazed windows to be repaired/replaced around 2016.</p>
Southampton Way T&RA	<p>Consultation period too short to gather comments from substantial amount of tenants.</p> <p>Sample of surveyed properties in the stock condition survey is too low.</p>	<p>Collecting stock condition survey information is a costly and time-consuming task. We now have a small team of in-house surveyors who are constantly increasing the sample size by adding new survey data to our asset management database .</p>

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	<p>Would have liked a summary of stock condition survey to check that works in programme are those identified as most necessary rather than most affordable.</p> <p>There are no plans to invest in kitchens even though some tenants' kitchens are sub-standard.</p> <p>Unable to discuss lifts works as details of the lifts package were not included in programme.</p>	<p>Summary of the overall stock condition survey is unlikely to be helpful for this purpose. Individual reports for specific blocks or estates can be produced upon request.</p> <p>The Government's decent homes standard prescribes that a dwelling only fails decency if several items in the modern facilities category are poor, therefore a sub-standard kitchen does not make a home non-decent. Purpose of Warm, Dry, Safe is to ensure that the core elements of a property are sound.</p> <p>Details of lifts packages yet to be released. Comments regarding lifts on Southampton way blocks to be passed to Engineering section for consideration.</p>
Surrey Gardens T&RA	<p>We live in an area with a large number of leaseholders. Will leasehold properties be affected by the proposed investment, or is it the case that just those wholly owned by the Council will be part of the process? It would be incredibly useful to understand what proportion of the investment, if any, is intended to be raised through major works bills; as the TRA are concerned by the prospect of a large bill. I would appreciate some clarity on this matter, so as to help inform any further response from the TRA as a whole.</p>	<p>Written response provided, confirming the effects of the proposed programme on leaseholders, and clarifying the charging process.</p> <p>No changes required to planned programme.</p>
Sydenham Hill Residents Association	<p>Can we have an explanation of the following works given in the document you sent:</p> <p>1-11 Thetford Court - Electrics. Heating Carcass. HHSRS.</p> <p>1-15 Northcrofts , 30-36 Bromleigh Court – Electrics.</p> <p>17-32 Northcrofts - Ext doors.</p> <p>Estate houses/Street Properties - Electrics Windows.</p> <p>Electrics: as I understand the brief description the electrics are internal electrics in flats. Leaseholders are responsible for their own wiring internally and have had to upgrade wiring to get a mortgage. Any improvements to council properties are just that and you are obviously NOT attempting to pass any of the cost onto leaseholders. Can you confirm this? Can we have an explanation of the Estate houses? Are talking about North Croft</p>	<p>Written response provided, confirming that:</p> <p>Electrics (Thetford Court, Northcrofts, 30-36 Bromleigh Court, Estate houses or Street Properties) - all electrical works referred to in the 5 Year Investment Programme comprise internal rewiring to some individual flats, excluding leasehold properties.</p> <p>There are a few houses on Sydenham Hill and in Northcrofts that require electrical upgrade works to make them Warm Dry & Safe.</p> <p>Works to 'street furniture' do not form part of the Warm, Dry & safe standard and are therefore not included.</p> <p>External Doors (Northcrofts) - 'ext doors' are entrance door to individual flats that require upgrading/renewal</p>

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Wells Way Triangle Residents Association	<p><i>(Feedback provided <u>after</u> the consultation period ended)</i></p> <p>Lists specific wishes of individual residents on Coleman Road and Rainbow Street. Issues include windows, door entry system, noise insulation, electric wiring.</p> <p>Tenants from Bonsor Street and Dowlas Street were either unavailable or unwilling to participate.</p>	<p>As the feedback was submitted after the close of the consultation period, the points raised could not be considered in time for the production of the revised programme: however, all issues raised are to be investigated, and further surveys will be carried out where necessary to validate existing stock condition data.</p> <p>Request for new windows on Rainbow street block will be met as it is already in the programme for 2015/16. This is unlikely to be brought forward in the programme, as the condition of other blocks in the programme make them a higher priority.</p>