

Housing Scrutiny Commission

Wednesday 4 February 2026

7.00 pm

Ground Floor Meeting Room G01A - 160 Tooley Street, London SE1
2QH

Supplemental Agenda No. 2

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	Supplemental Agenda includes pdf versions of the presentations made at the meeting by Mark Batchelor (Hyde Housing Association) and Wells Chomutare (Peabody).	

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Date: 3 March 2026



Southwark Council Housing Scrutiny Commission

4th February 2026
Mark Batchelor
Hyde Housing
Property Services Director

Social Landlords' approaches to Awaab's Law

Hyde fully supports the intent of Awaab's Law and has been preparing for its implementation since 2022.

KEY ACTIONS TAKEN:

- A formal Damp, Mould and Condensation (DMC) policy, aligned to Awaab's Law
- Centralised case management via CRM system Salesforce for full visibility and audit trails – cases managed by a central DMC team for visibility.
- Clear investigation and response timescales, aligned to legislation:
- Emergency hazards – attended within 24 hours
- Significant hazards – investigated within 10 working days
- Follow-on works raised within 5 working days
- Clear escalation and governance routes, including senior oversight of complex cases
- Regular Awaab's Law preparedness reviews, including resourcing and capacity testing as well as reviewing performance and lessons learnt in readiness for phases 2 and 3.
- Updated decant and temporary accommodation guidance, reflecting new statutory expectations

Repair Response Times

Hyde operates a risk-based repairs service aligned to resident safety.

Current performance (25/26 YTD) - Attended to within target:

- 99.63% of emergency repairs
- 87.65% of urgent repairs
- 89.05% of routine repairs

Repairs are monitored through:

- Live performance dashboards
- Exception reporting
- Regular Contractor Reviews

Where delays occur, these are most commonly due to:

- Access issues
- Specialist works or materials
- Follow-on works identified during inspection

Performance on Damp and Mould

Damp and mould is a priority area of focus.

Current Performance (2025/26 YTD)

Based on live performance reporting:

- **83.7%** of reported hazards investigated within target
- **84.1%** of investigation outcomes communicated within target
- **93.7%** of follow-on works raised within required timescales

Recent months show continued improvement, with:

- 100% compliance for hazard investigations in several months
- 100% compliance for communication of outcomes
- Strong performance on follow-on works

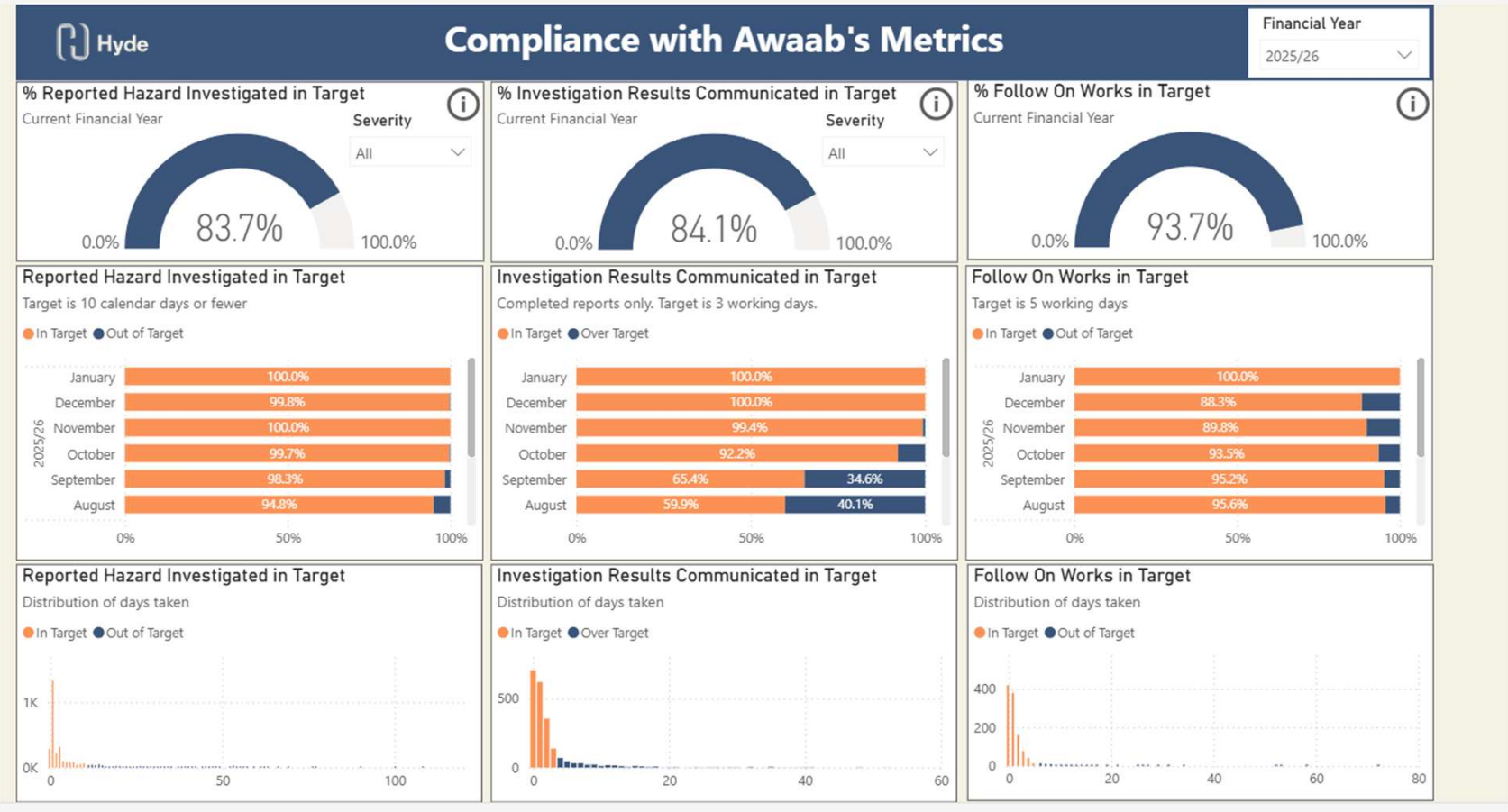
How Hyde manages damp and mould

- Early identification and triage
- Risk-based prioritisation (including vulnerability)
- Root-cause diagnosis, not just surface treatment
- Mandatory post-inspections and monitoring
- Ongoing monitoring of repeat cases and building trends

Where performance has dipped, this has been linked primarily to:

- Administrative delays
- New staff onboarding
- Access constraints
- These have been addressed through additional training, system improvements and tighter performance controls

Social Landlords - performance on Damp and Mould



ASB and community safety – performance and key issues

Case Type	Open Cases
Verbal abuse, intimidation & Harassment	12
Noise Nuisance	6
Drug use & Dealing	5
Gun or Knife Crime	3
Hate Crime	2
Threats of violence	2
Group disorder	2
Arson	2
Assault	2
Drunk & Rowdy behaviour	1
Sexual Offences	1

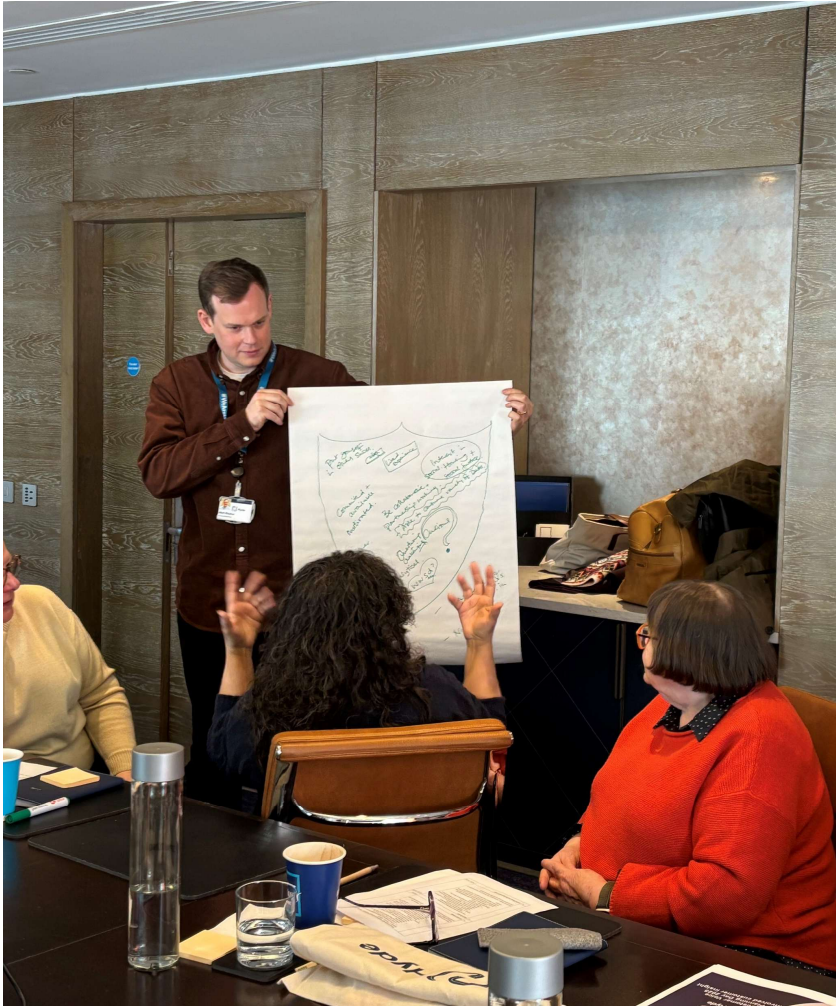
- There are currently 38 open ASB Cases for the Southwark area.

ASB – Community & Safety



- Since January 2025 – January 2026 there has been 121 ASB Cases investigated and closed in that period
- We have 8 live Notice of Seeking Possessions because of the open cases and 1 current Closure Order done in partnership with the Met Police.
- The hot spots for Hyde are Prospect House where we have 8 open ASB cases (concerning 6 alleged perpetrators) and Hicks House where there are 3 ASB Cases.

Tenant Consultation Structures



- Hyde's approach to engagement with its customers is set out in its Customer Involvement Strategy, which is available to customers through the Hyde website and was shaped by consultation with customers.
- Hyde provides various opportunities to engage, to influence, and to scrutinise its strategies, policies, and services and provides information to customers about opportunities for engagement through its website (Customer Involvement pages) but also through regular newsletters sent to customers.

Tenant Consultation Structures

- Hyde has formal involvement structures, including Customer Voice, which oversees scrutiny activity, wider customer involvement activity and scrutinises Hyde Housing's performance.
- Customer Voice provides customers the opportunity to take a more formal role in influencing and engaging with Hyde.
- In addition to this, Hyde supports local resident groups (such as TRAs) and offers customers the opportunity to register their groups and receive support from Hyde in accordance with the terms of the Resident Group Agreement.
- Hyde has also adopted a clear approach to enable customers to take part in engagement activity when key policies and procedures are introduced or reviewed.
- There are also service groups that get involved in specific service-related activities, such as sustainability and building safety, and a homeowners group.
- Hyde also encourages customers to get involved with policy involvement and customers can sign up on the website, where the latest programme of reviews is recorded.



Tenant Consultation Structures

- Hyde's Customer Involvement Strategy and our neighbourhood service model also promote local engagement opportunities which are focused on services in specific neighbourhoods.
- Local opportunities are shared with customers through a targeted approach when available, either through emails/newsletters, social media or through Neighbourhood Officers.
- Regular reporting on customer involvement activities and their outcomes is reported to relevant Board committees. These reports set out how feedback from customers is used to improve services and implement changes.
- Hyde supports customers to take part in scrutiny activity in line with a scrutiny plan approved by Customer Voice (formal customer involvement group) and Board committees.

The plan sets out the approach to carrying out scrutiny activity through the following types of activity:

- Light-touch scrutiny (light service reviews or assessment of performance)
- Task & Finish Groups (focused reviews of specific issues)
- In-depth scrutiny (detailed service reviews)
- Ongoing scrutiny (service groups)

Tenant Consultation Structures

- Outputs from scrutiny activity are reported as part of the Customer Insight reporting, where outcomes of scrutiny activity are recorded.
- In-depth scrutiny activities result in recommendations that are tracked by the Group Audit Committee.
- The most recent reviews related to Lifts and Mutual Exchanges. Hyde continues to deliver broader customer-led scrutiny through established working groups.
- These groups provide ongoing insight and challenge across key service areas and will remain active throughout 2025/26.
- This layered approach ensures that scrutiny is embedded across both strategic and operational levels, with residents playing a central role in shaping service delivery and improvement.
- Further information can be found on Hyde's website here - [Customer Involvement | The Hyde Group](#).

Active Customer Working Groups include:

- Asset Management & Sustainability group
- Vulnerability group
- Neighbourhoods & Building Safety – Delivered a targeted focus group programme (Jan–May 2025), engaging residents at a local level to assess service consistency and gather feedback.
- My Account Working Group

Social Landlord's - Temporary Accommodation

Policies around responsibilities for rehousing when temporary accommodation ends. How can clarity around these roles and responsibilities be increased?

- Hyde does not hold or manage any temporary accommodation.
- We do play an important role in supporting local authorities to rehouse households who are moving on from temporary accommodation, and we work to enable this as quickly and smoothly as possible.

Communication - Shared owners Service Charges

Hyde send an annual estimate, which itemises the service charges by service provision.

This includes a total cost to the estate/block, their share of this cost, the method of this share and where this is increasing or decreasing from the current charge.

Send an actual statement to shared owners, showing the actuals costs incurred in the prior year, by service category at estate and block and any variance to the estimated charge

Included with these is an information sheet on their summary of rights and obligations, and also an example of how to read / understand the statement/estimate

We also maintain a live FAQ and upon request from customers with provide detailed breakdowns of individual works e.g. repairs along with copies of invoices

This information and more about service charges, including the annual cycle is also published on our website [Service charges | The Hyde Group](#)

‘Patchless’ Knowledge – Blocks & Estates

- Hyde has dedicated Neighbourhood Officers in the Borough of Southwark who work regularly within their local patch areas and maintain strong relationships with residents and communities on the estates they manage.
- Officers develop detailed knowledge of blocks, estates, and residents through structured, collaborative working and by sharing information across the service.
- This ensures knowledge is held collectively within Hyde, supported by systems that retain key patch information and provide continuity during staffing changes.
- Neighbourhood Officers also carry out joint residential door checks, allowing them to engage directly with residents and gain practical insight into blocks. Any repairs, ASB or tenancy concerns identified are passed to colleagues for investigation, resident contact, and support.
- The ASB Team works closely with the local Policing Team on information sharing and conducting joint visits to address matters of anti-social behaviour and to utilise their respective tools and powers when dealing with neighbour issues and tenancy breaches.

Social Landlords identify, support, and work with residents

- Hyde through its neighbourhood model have officers local to estates who work closely with customers in their patches and would highlight any concerns with customers needing additional support. Our repairs team have also all been trained and know to flag concerns following a visit to a customer's property.
- We also carry out regular customer welfare contact checks using customer data risk indicators to identify customers who need support.
- All Hyde ASB Cases have a Risk Assessment at the point of creation, completed either by the customer or Hyde staff; also in managing other tenancy or welfare cases we would complete a risk assessment based on the concerns identified.
- This helps inform whether there are Safeguarding concerns or additional risks that we need to address. If that is the case at the point of the new or during the timeline of the case, a referral is completed to the Southwark Wellbeing Hub Multi-Agency meeting. This is the partnership meeting whereby further support and interventions can be considered for the customer.

Social Landlords identify, support, and work with residents

- In addition to that MARAC meeting, a separate Safeguarding referral would also be completed to the Local Authority and managed in conjunction with Hyde's Local Safeguarding process.
- In terms of improving those relationships, it's imperative that referrals are accepted to panel and processed in time for the next meetings, also ensuring partners are available to discuss High Risk Casework outside the MARAC Forum and consider joint visits where necessary – appreciating the demands on everyone's time.
- Where there are safeguarding concerns highlighted, we will welcome the council support in progressing cases, which can sometimes be challenging where a customer who needs support due to mental health challenges is deemed to have capacity but continues to be challenging for Hyde as landlord to work with in keeping to the terms of their tenanted agreement.
- It would be a positive step if the Local Authority are more engaged for conversations about re-housing options for vulnerable residents and that the Community Safety Partnership (Local Authority, Housing Providers and Police) utilise our respective tools and powers to take forward actions and interventions to support vulnerable victims and address enforcement actions swiftly.



4 February 2026

Southwark: Housing Scrutiny Commission

Presentation by: Wells Chomutare, Managing Director, Operations - South London



Peabody in Southwark

Total homes
4,412

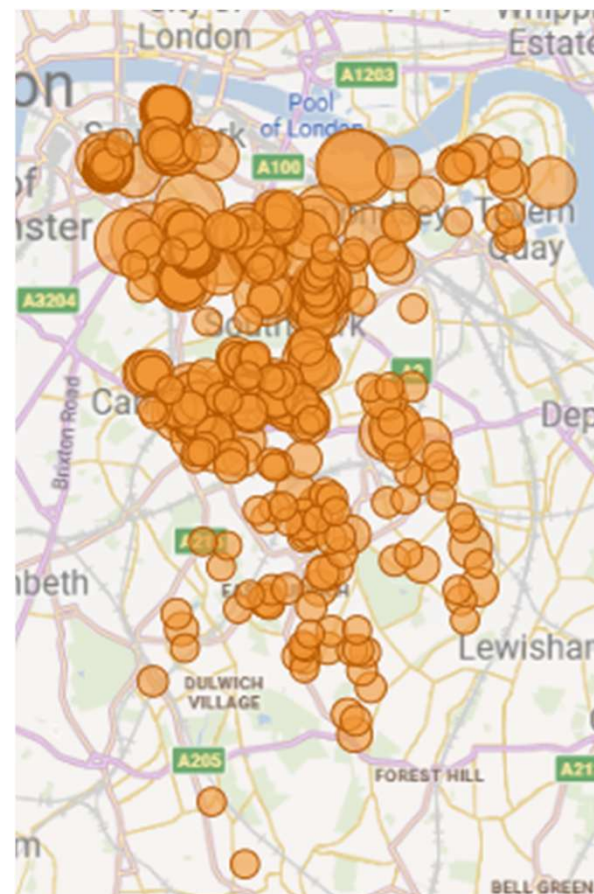
Shared ownership
518

Social rent homes
2,474

Care and supported
housing
391

Intermediate market
rent
73

Community and
healthy living centre
Darwin Court



- Over 1,000 of our homes in Southwark were built before 1920

Our offer to Southwark residents

- We have a regional approach to service delivery, with local teams across Southwark working from local offices and our Head Office near Elephant and Castle.
- Our local teams include Neighbourhood Managers and an overall area Manager, Caretakers, cleaners and Estate Services Managers, Community Safety specialists, Economic inclusion and Community activity leads.
- We aim to provide a local service that delivers what matters most to residents with a choice of how to contact us. This is underpinned by our core services of repairs, safety of homes and safety of community.



Local Peabody – South London regional overview



25,000 homes
across 11 boroughs



Top Boroughs

Greenwich • Bexley
Southwark • Lambeth
Lewisham • Wandsworth



75% buildings
over 11 metres

37% of the organisation's highest
risk buildings are here



Diversity

Highest proportion of Black (39%) and
White (47%) residents of any region
in Greater London



**85% of homes EPC C or
above**



Our approach to complying with Awaab's law

Awaab's Law came into effect in October 2025. It sets clear legal timescales for social landlords to investigate and fix serious issues such as damp and mould.

We have taken a proactive approach to ensure that we were ready for the new law. We were already operating a 24-hour target for emergency repairs and a 14-day target for damp and mould cases.

We've also recruited additional Damp and Mould Leads, Co-ordinators and Repairs Inspectors. Our contractors and surveyors have also been briefed to deliver a consistent, high-quality service. We also contributed to the Government's consultation and continue to raise awareness amongst residents about how to report damp and mould concerns.

Repairs

- 13,421 property repairs were closed in Southwark since 1 January 2025, with 1,763 currently in progress.
- On average, it takes just over 39 days to complete a repair. Most common repairs in residents' homes are related to plumbing, carpentry, heating and electrics.
- There are 639 communal repairs outstanding in the borough, which have taken an average of 121 days to complete. Most common communal repairs are plumbing, door entry systems and roofing.



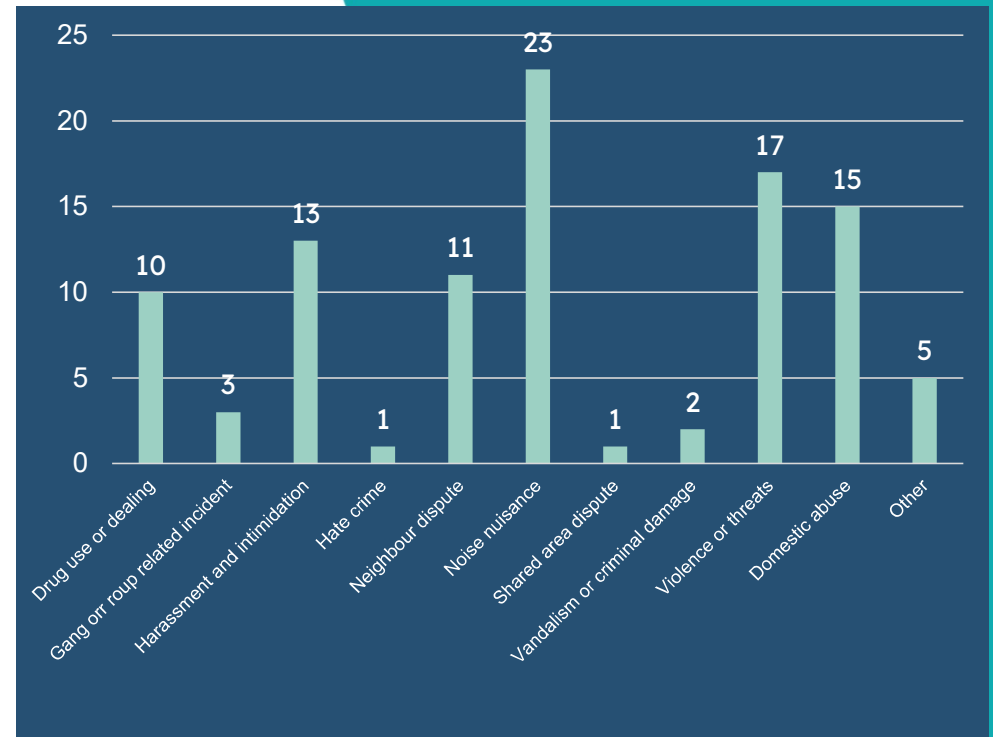
Damp and mould performance

- We have 97 cases of damp, mould and condensation in Southwark.
- Over the last 6 months, we have resolved 104 cases, including 21 since Awaab's Law came into place.
- On average, it takes 38 days to resolve a damp and mould case completely.



Anti-social behaviour and community safety

- We're committed to ensuring our neighbourhoods are safe and welcoming for residents.
- We work in partnership with the Council and the Police, and neighbourhood managers and community safety leads work closely with local safer neighbourhood teams.
- Over the last 12 months, we've had a total of 101 community safety cases, including 15 domestic abuse cases and 86 cases of anti-social behaviour.
- 43 cases are open currently.



Resident engagement

Strategically

- The Resident-Led Panel (RLP) oversee and connect engagement activity across Peabody, ensuring residents' voices influence decisions.
- Sub-groups cover Homeownership, Complaints, Scrutiny, Communications & Engagement, with a new Policy & Strategy Panel launching in 2026.

Regionally

- The South Regional Forum was co-designed with residents in October 2024, informed by local insight enabling residents to scrutinise regional services.
- Three Southwark residents currently participate.
- The Forum has improved estate services, communal repairs reporting, local team visibility, contributed to enhancements on My Peabody and will review redacted complaints to understand regional themes in resident dissatisfaction.

Locally

- The South London region has 21 recognised Tenant & Resident Associations (TRAs), plus numerous informal resident groups supported by local teams.
- Southwark has four recognised TRAs: Mural House, Tannoy Square, Stamford Street and Southwark Street.
- Residents are encouraged to join Peabody Voice for regular engagement opportunities.

Community Engagement

- A community-led garden is being developed on the Blackfriars Estate, supported by the Peabody Community Foundation and Seeds for Growth.
- Drop-in surgeries, including Repairs Days in Southwark, have been successful.
- A joint wellbeing event was delivered at Darwin Court in Southwark in December 2025.
- Ongoing youth and wellbeing activities continue at Salmon Youth Centre and Lomond House in Southwark.

Shared ownership

- We have taken steps to prioritise transparency and clear advice as part of our home buying and selling process. We know how impactful this process can be for buyers, particularly, the need for clear, accurate information, high professional standards, and transactions that are completed in good time. This is especially important for first-time buyers and those entering shared ownership, for whom delays, uncertainty and unexpected costs can have a disproportionate impact.
- We focus on ensuring buyers receive information in a timely manner that genuinely supports their decisions. However, we recognise that the wider system does not always work as it should, and there are opportunities to improve consistency, reduce avoidable delays and build greater trust across the sales process.
- All prospective shared owners receive a Key Information Document, which sets out estimated monthly service charges when they instruct their solicitors – with a breakdown covering individual components like Buildings, Insurance and Reserve Funds. Prospective buyers also receive a full itemised break down of costs as part of the conveyance process.
- We also advertise estimates across our shared ownership sales website, helping any prospective buyers understand the financial commitment.

Resident wellbeing and mental health support

- Across London we provide:
 - seven 24-hour high support services
 - four medium support services
 - one large floating support service
 - Over 70 Enhanced Housing Management units.
- We identify mental health needs early through close working between housing management and specialist mental health support teams, with clear routes for staff to escalate concerns and get advice on complex cases.
- We support residents through a mix of high, medium and floating mental health services across London, alongside Enhanced Housing Management, using a strengths based, trauma informed and recovery focused approach.
- We employ peer workers with lived experience and prioritise consistent, positive relationships between residents and staff to support engagement and recovery.
- We work proactively with councils and health partners through regular scheduled meetings to share early warning signs, understand residents' histories and agree practical actions to prevent relapse.
- This joined-up, preventative approach is backed by staff training and has strong outcomes, with 94% of residents saying our support improved their wellbeing.
- Note: we are currently awaiting the outcome of a tender for mental health services in Southwark (expected in March).



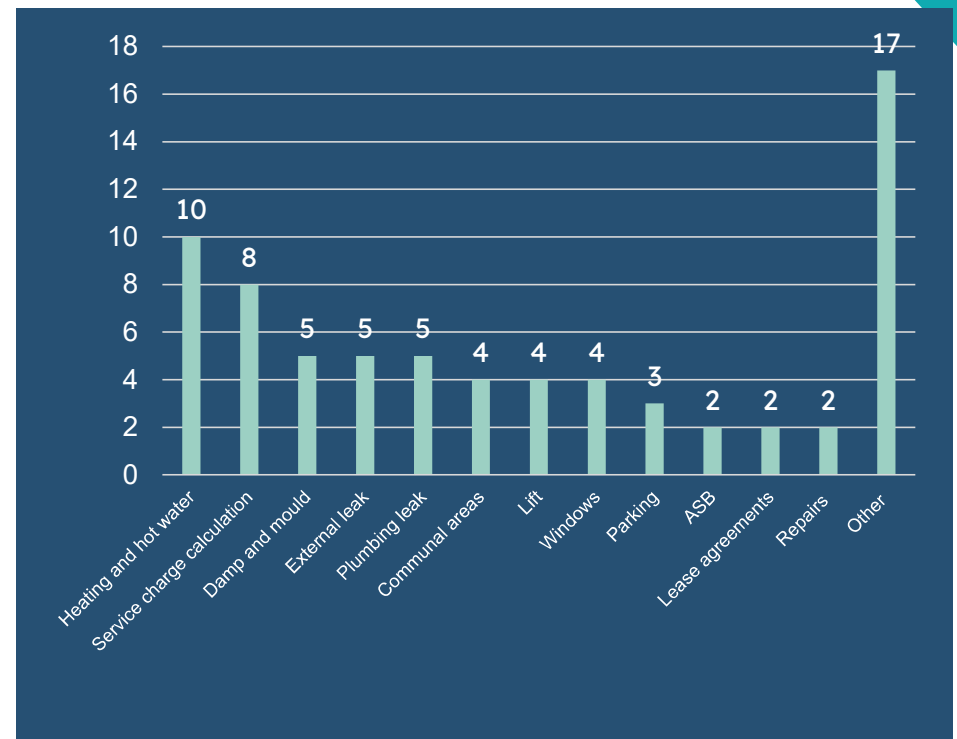
Complaints in Southwark

Open complaints
71

Stage One
50

Stage 2
21

Referred to HOS
3



Delivering new homes in Southwark

**St Olaves,
Rotherhithe**
In progress

**Lazenby Square,
Bermondsey**
Completed





4 February 2026

Any questions?

Presentation by: Wells Chomutare, Managing Director, Operations (South London)
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