

APPENDIX 2

Feedback from Area Housing Forums

Forum	Date of Meeting	Door entry and security measures	Estate Action Days	Ex Decs	CRCO	Communal Heating programme
Bermondsey West	26/02/2013	General support for the programme but will like to see upgrades and new systems equally split (50/50). Identified sites for door entry.	Fully supported the proposed programme. No suggestions for street property works.	Fully supported the proposed programme.	Proposal not supported as felt the problem lay with the contractors rather than at the front end.	Fully supported the proposed programme.
Nunhead & Peckham	28/02/2013	Felt that Wivenhoe Close sheltered unit needs to be prioritised, particularly over Scylla Road.	Forum want assurances that RSOs invite TRA to the pre-meetings when we assess the works to address on the day.	Positively welcomed the fact that we are doing any ex decs.	Concerns regarding the position of the RSO, and that the new team was not big enough. The importance of having officers that were specialist in fault diagnosis and contract management was stressed.	The measures were welcomed, but concerns around the system on Cossall Estate were raised. They requested Chris Baxter attend their TRA to discuss issues.
Walworth West	28/02/2013	The forum asked for more estate security lighting on the estates.	The forum was satisfied with the planned days and would like other estates not covered in the list to be included in future years. Gates and fences identified.	The forum felt that properties on the paisley estate and Alberta should be included in the programme.	The forum agreed with the formation of the specialist team to lead on communal repairs.	The forum agreed with the proposals and Nat added that a representative from the Engineering team will be attending the forum on the 11th of April to 2013 to make a presentation on heating issues and the forum will be able to ask more questions.

Forum	Date of Meeting	Door entry and security measures	Estate Action Days	Ex Decs	CRCO	Communal Heating programme
Walworth East	28/02/2013	Full support and happy with the split of funding. Residents want the whole of the Salisbury Estate to have entry system installation.	Full support. Request for Congreve & Barlow / Comus Hse to be added to a future programme and some street properties.	Full support and positive feedback regarding cost benefits from adding to WDS. Request for Congreve & Barlow /Comus Hse and Tisdall Place to be added.	Mixed feedback, suggested resource should go to ensuring that the contractors complied with instructions, HO already performs this function. Also suggested this would be a great idea particularly as it would bring in better technical expertise and contract management.	General support, particularly on efficiency savings which would mitigate service charge increase. Suggested all funding should be geared to long term solutions not patch ups.
Peckham	04/03/2013	Fully supported the proposal. Concern raised that leaseholders on the ground floor being charged but not receiving benefit of the system. Would like to see CCTV in a future programme of security works.	Fully supported the proposed programme. Acorn estate suggested for inclusion in the programme. Acorn would also benefit from fence and gate improvements.	Fully supported the programme.	Fully supported the introduction of CRCO as they felt communal repairs could be significantly improved.	Fully supported the proposed programme. Slight concern raised about the cost of the work for leaseholders.
Camberwell East	04/03/2013	Proposal given luke warm support as concerns raised about costs and maintenance of systems.	Mixed views on the success of days. Suggestions for standalone blocks and street properties.	Fully supported the proposed programme. Suggestion that funding from estate action days moved to this area so can do more ex decs.	Fully supported.	Proposal supported, though point made and agreed that Ledbury House on East Dulwich Estate should not be on the list as not served by district heating.

Forum	Date of Meeting	Door entry and security measures	Estate Action Days	Ex Decs	CRCO	Communal Heating programme
Rotherhithe	07/03/2013	Warm response to the upgrades and new installations as people are aware of the need for this. Though was concerns that leaseholders would be getting bills after a lot of FRA works.	General support of the estate action days.	Supported the proposal to carry out redecorations. Though Forum had a lot of concerns that the £1 million budget was not enough and that blocks that fell out of the WDS scheme would be left to deteriorate further.	Concerns on how the number of 18 staff was calculated. Wanted to know if this budget was going to be offset by Housing Officers as there would be savings as they no longer doing these inspection.	Luke warm reception to this proposal. There were concerns that certain estates marked as Rotherhithe were actually Bermondsey. Forum wanted to know why there estates were included as SELCHEP was meant to be supplying the heating and maintenance of their systems.
Bermondsey East	07/03/2013	Agreed the 60/40 split. Concerns that only one Bermondsey Estates has been identified in the two year programme. Forum would like a further report regards which estates/blocks have DE systems at present. New blocks to be prioritised were: Hartley, Dartford. Fawkham and Wessex because of ASB. Pope House needs urgent upgrade because of no internal intercom system and lost of ASB.	Forum supported the programmed EAD's would like the Longfield EAD to be in AUG and not DEC 2013,there were a number of street properties across Bermondsey that would benefit from works to fences and gates and a separate list has been provided.	The Forum felt that £1m earmarked in the budget was not adequate for a ongoing cross borough programme after years of neglect in this area, the would like the following blocks added that either had been missed of previous schemes or were in need of urgent attention.	Fully supported the introduction of CRCO as they felt the standard of communal repairs could be improved, although the competency of the repairs contactor needed addressing also if the project was to work satisfactory.	Agreed with the overall approach.

Forum	Date of Meeting	Door entry and security measures	Estate Action Days	Ex Decs	CRCO	Communal Heating programme
Camberwell West	13/03/2013	General support for the programme but would like to see better quality of installation and equipment.	General support of the estate action days. Suggestions made about planning and co-ordination of days.	Supported the proposal to carry out redecorations. Though Forum felt that estates had been neglected in the past which has cause the neglect on the estates.	Forum felt this was a waste of money and not needed. They said the current arrangements for dealing with estate repairs works well.	General support, particularly on efficiency savings.
Borough & Backside	13/03/2013	Felt that door entry should be self financing and the Police should contribute to costs. They want to see 100% of the money spent on new systems.	General support and suggested way to improve community engagement.	Good support but want more money spent on ex decs.	Quite against the idea, felt they are paying extra to get the service right.	Agreed with the approach. No real comments on the £4m from the heating account.
Dulwich	14/03/2013	General support for the proposal and suggested blocks for the future programme.	General support and suggested blocks for inclusion.	Concern that no Dulwich estates in programme. Suggested blocks for inclusion.	Agreed with the proposal and requested review after 12 months.	Agreed with the overall approach.
Aylesbury	19/03/2013	Agreed with the proposal and made suggestions for future inclusion in the programme. Suggested CCTV as an alternative security measure.	General support for the estate action days.	Welcomed the ex-dec programme but queried why there were none on their estate when WDS works were on going.	Support for the roll out of communal repair compliance officers.	General support for the measures.