

Housing Scrutiny
Commission -
District Heating
July 2020

Evidence gathered



Formal Interview with Cabinet Member (transcribed)



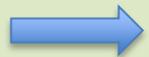
Formal Interview with officers leading on response to district heating failures



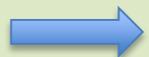
Formal Interview with officers leading on strategic investment and extension of SELCHP and wider heat network (July 2019 and June 2020)



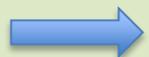
Informal discussions with officers.



Case studies on the Aylesbury, Brandon and Wyndham Estates



Notes from Tenant engagement meetings

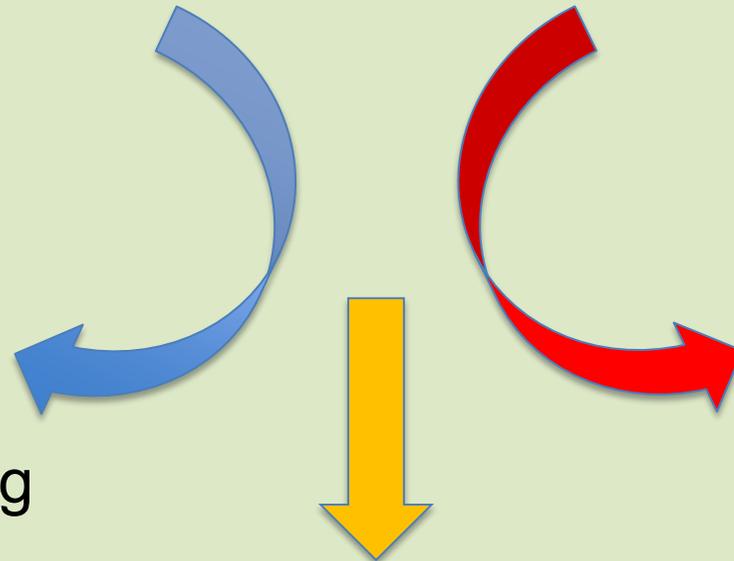


“Keeping the pressure on” Dossier from Southwark Group of Tenants Organisations

Structure for the report

Summary
of all
evidence

Recommendations
on strategic
investment (including
carbon reduction)



Repairs and planned
maintenance

Recommendations
on how the council
responds to district
heating outages

Themes on strategic investment

- ➔ Investment in district heating and expansion (SELCHP and heat pump network) needs to be explicitly longer term, and fully integrated into HRA business plan.
- ➔ Sydenham and Brandon estates both currently excluded from heat pump expansion plans. Commission should back eventual inclusion of the Brandon in this work, and a new solution for Sydenham.
- ➔ Urgently spread best practice arising from the DBEIS funded consultancy investigation across all district heating networks
- ➔ Engage with Ofgem at earliest opportunity over regulation of heat networks
- ➔ Could the installation and maintenance of meters, the collection of meter data and the billing of customers should be done in-house?

Themes on response to outages

- Simplification of compensation payment process, removing the need to detailed and onerous record keeping.
- Text message updates for residents on progress of repair. (And pro-actively getting mobile phone details of residents of particular estates)
- Pro-active contacting of elderly and vulnerable residents during outages
- Leisure centre washing facilities available to all residents subject to hot water outages – and leisure centre staff made aware.
- Hot water is something no resident should have to go without – the electric showers issue.

Themes on maintenance and repair

July 2019 report to the housing Commission:

. . . investigate ways in which the private sector could potentially play a role in investing into the Council's networks and providing operational and maintenance services over a long-term contract. This work is still in progress."

Is there a risk of repeating the mistakes made in the past with private housing repairs companies?

Could SBS not do the repairs and maintenance?