

<b>Living in Hackney Scrutiny Commission</b> <b>16<sup>th</sup> December 2019</b> <b>Item 4 – Evidence gathering for review around Housing Associations - focusing on repairs and maintenance</b>	Item No <b>4</b>
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### Outline

#### This item

A number of Housing Associations have been invited to attend for this item. This is for a discussion focused on the aspects below:

#### **How are Housing Associations in the borough working to keep homes safe, decent and in a good state of repair:**

- How do Housing Association monitor and report performance on repairs and maintenance in Hackney, and what is the accountability to local residents and public bodies?
- How are Housing Associations ensuring they are responsive to Hackney residents' repairs needs?
- How is the right balance achieved between planned and responsive maintenance and repairs to units, buildings and estates achieved?

#### **Guests expected:**

- Vicky Bonner (Director of Housing for all regions), Shani Denham (Head of Repairs and Maintenance for North London) and Gary Coultish (Head of Operations for response) - **Clarion Housing Group**
- Sean Kelly, Head of Property - **Industrial Dwellings Society (IDS)**
- Ruth Davison, Chief Executive - **Islington and Shoreditch Housing Association (ISHA)**
- Chyrel Brown (Chief Operating Officer) and Sue Hanlon (Director of Maintenance Delivery Services) - **One Housing Group**
- Brendan Sarsfield (Chief Executive) – **Peabody**

- Deborah Shynn (Operations Manager), John McKeon (Reinvestment Manager) and Michael Thompson (Head of Estate Services) - **Sanctuary Group**

### **Paper submissions**

Papers in support of this item have been provided by Clarion Housing Group (available on pages 5 – 7 of the agenda), IDS (page 9) ISHA 11 – 15) One Housing Group (pages 17 – 25) and Sanctuary (27 – 34)

### **Context**

In its last meeting the Commission received background information around Housing Associations / Registered Housing Providers. This included insight into the number of providers operating in the borough, their stock numbers, the different approaches / models which they may follow, and the extent and nature of their engagement with the Council.

Further to this the Commission decided that its main review of the year should seek to compare and contrast approaches of different providers within a range of themes, and their relationships with the Council. It would be intended that this would be delivered alongside hearing from Housing Association tenants and leaseholders around their experiences.

The discussions in the September meeting highlighted a number of specific aspects as being of interest to Members. These were:

- Repairs services and approaches to maintenance (including the way that providers engage with both residents and local Councillors where there are any concerns around the effectiveness of services)
- Approaches to transfers (including any support offered by providers to their residents – including vulnerable residents - where rehousing is required)
- How providers co-operate with the Council's strategic housing function. This could include exploring contributions to the Council's meeting of housing need and homelessness through nominations and allocations arrangements, new lettings being made accessible to lower income groups, and provision of tenancy sustainment support for more vulnerable households.
- Providers' roles as social purpose organisations, and activities delivered to improve quality of life in Hackney. To include approaches to reinvesting surpluses in the local area and to the delivery of extended services (for example employment training and youth provision).
- Assessing the infrastructure supporting the partnership and relationship between the Council and Housing Associations. To compare Hackney's current Better Homes Partnership arrangement, with those

being followed elsewhere (for example the London Borough of Waltham Forest's Housing Compact)).

- To explore work to tackle anti-social behaviour and to keep neighbourhoods safe and clean.

It is suggested the Commission seeks to explore the set of broad aspects above, across a number of different meetings and site visits.

**Action**

Members are asked to review the papers enclosed, in advance of the meeting. They are asked to hear opening comments from guests and to ask questions around approaches and performance in repairs and maintenance.