WHAT’S GONE WRONG WITH OUR HEATING & HOT WATER SERVICES?

Well, the first, and probably the most important answer, is the Council’s failure to properly fund the renewal of our boilers which means that most of the heating systems are forty years old, or close to it. It also means that as the boilers get older it becomes harder to find spare parts and this is one of the causes for our heating being down longer than would have been the case if we had up to date services.

The second problem lies with the politicians who have failed to invest in housing generally and heating services in particular. A good example of this is what happened on the Ledbury Estate where after thirty years of neglect and ignoring the voice of tenants they didn’t act until there were no other options.

There is an old saying that you can always get out by paying and if the Council is to raise the money they need to start to think out of the box and come up with a way to fund essential services; heating and hot water in the dead of winter is essential.

Our elected members should stop looking for populist solutions and grasp the nettle of proper funding. A small increase of heating services may not be very popular but we cannot ignore it as a possible solution. The third issues the lack of information and welfare support to vulnerable and elderly residents.

It was down for several days and the Tenants & Residents Association had a real problem to get extra heating to the vulnerable people in the sheltered block and to get information out to the residents on the estate as to what actions were being taken to restore the service.

The additional heating needed results in higher heating bills and many people resort to hot water bottles and blankets; some more elderly residents stay in bed. What compensation is given to residents for these failures?

We are sure many of you have experienced the frustration of trying to contact the Contact Centre.

Then comes the added frustration of trying to explain that it is the boiler house that is down, not individual addresses. Having set out in brief some of the problems we experience we need to be a part of finding the solutions. That is why it is important that you bring your ideas and possible solutions to our next Group meeting.
SOME QUESTIONS FOR PEOPLE TO CONSIDER:

When your heating and/or hot water has switched off you should consider the below points. You can use the below space to record your answers:

1. Are you provided with heating and hot water through a district heating system?

2. If the answer to question 1 is 'yes', when your heating fails does your hot water also go off?

3. If your district heating fails does it affect all of the estate?

4. Have you been offered an electric heater when your heating has failed. If yes were you provided with heaters for each room?

5. Were you offered compensation for your additional heating costs?

6. Are you or any of your neighbours vulnerable?

7. When your heating goes off, what does the council do to protect the vulnerable and elderly?

Make sure you report any outages to Southwark Council by calling:
For emergency repairs: 0800 952 4444 or 0207 525 2600
You can check outages on your block by visiting https://www.southwark.gov.uk/housing/repairs/communal-breakdowns
Or contact Southwark Council or SGTO who can check for you.

To make sure you and your neighbours are collecting the same information. SGTO are preparing a resource you can use to log outages. A sample of this log book can be found on the next column, contact SGTO for a copy on 020 76396718 or email info@sgto.co.uk

January Group Meeting With Michael Scorer

We welcomed Southwark’s Head of Housing and Modernisation - Michael Scorer to January’s Group Meeting.

He listened to concerns raised and has identified that there was a frustration for people having to hang on the phone for a long time to report problems, especially when there was a block or estate with heating failure (eg at the Aylesbury).

Following questions raised at the meeting, Michael Scorer looked into TRA’s to fast track reporting of block outages, he investigated:

- Performance and behaviours of staff in Contact Centre
- Confidence in stats produced by the Contact Centre

Michael has responded with the following

1. Arrangements for TRA’s to fast track reporting of block outages

As previously agreed, where a tenant reports an outage the contact centre will take responsibility for contacting other residents for validation (before 21:30), if residents cannot identify other properties with same fault. However, TRA’s can report the fault via the TRA line on behalf of the residents and the repair will be immediately raised (no further validation required).

I have investigated the performance of the Reps line (see detail below for last 3 months) to ensure that I had a clear picture of how this is working.

SGTO office is accessible for support & advice from 10am -5pm Mon -Fri Please feel free to call us on 020 7639 6718
I can confirm that whilst this did identify that there were improvements that could be made to improve performance on this line (which I have already actioned), generally calls are answered promptly and I could find no evidence of a wait of over 40 mins.

The longest wait time that I could find on this line was 14 mins.

<table>
<thead>
<tr>
<th>Period</th>
<th>Queue</th>
<th># offered</th>
<th># accepted</th>
<th>Answered in SLA</th>
<th>Average waiting time for transactions</th>
<th>Longest waiting time before accepted</th>
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<tbody>
<tr>
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<td>1</td>
<td>1</td>
<td>100.00%</td>
<td>0.00-0.17</td>
<td>0.00-0.17</td>
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<td>2</td>
<td>2</td>
<td>100.00%</td>
<td>0.00-0.11</td>
<td>0.00-0.11</td>
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<tr>
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<td>100.00%</td>
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<td>0.00-0.11</td>
</tr>
<tr>
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<tr>
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<td>100.00%</td>
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<td>0.00-0.11</td>
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<td>1</td>
<td>100.00%</td>
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<tr>
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<td>3</td>
<td>100.00%</td>
<td>0.00-0.15</td>
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<td>11/11/2018</td>
<td>DH_CCS_TENANTS1</td>
<td>2</td>
<td>2</td>
<td>100.00%</td>
<td>0.00-0.11</td>
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<td>100.00%</td>
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<td>100.00%</td>
<td>0.00-0.11</td>
<td>0.00-0.11</td>
</tr>
</tbody>
</table>

2. Performance and behaviours of staff in Contact Centre

In preparation for the winter period we
- Increased by 10 staff
- Introduced a new Customer Relationship team to deal with overdue or complex repairs, keeping customers informed at every step
- Recruited an additional 6 apprentices.

Introduce a new rota so as to maximise the number of people available at our busiest times.

However, despite these preparations, it is important to highlight that we simply do not have the budget to staff up to volume of calls received at our peak times.

To clarify, it is not uncommon for us to receive in excess of 100 calls between 9-9:30, with each call taking an average of 20 mins per call to complete.

Therefore at these extremely busy times, whilst we continue to ensure that we maximise utilisation of the available staff, call times may be longer than usual. In addition we do have some other challenges as follows:

<table>
<thead>
<tr>
<th>Challenge</th>
<th>How we are addressing…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our repairs reporting system (iWorld) runs extremely slow, which increases the length of time for us to raise each repair</td>
<td>Regular restarts are done to improve performance</td>
</tr>
<tr>
<td>For a number of our contractors we operate a manual booking process as calendars are not currently available on our system. In addition not all contractors use handheld devices and therefore notes on the systems are not updated in a timely fashion.</td>
<td>Upgrade is due in March which will significantly improve the speed and performance of the system.</td>
</tr>
<tr>
<td>Each block outage generates a high volume of calls, many of which are unnecessary once the outage has been raised</td>
<td>Online access to calendars can only happen once we have upgraded our repairs system, so this will be scheduled later in the year. We are looking for solutions to contractors without handheld devises, but at present there is no short term solution.</td>
</tr>
<tr>
<td>Call volumes have continued to increase and we are taking more calls year on year, despite investing in our online service.</td>
<td>We have just introduced a new process, whereby we will update our call queues every 2 hours with a recording detailing confirmed block outages (unplanned). This is in accordance with the frequency our engineering colleagues can confirm the up to date outages situation. In this way residents can have confirmation that a report has already been logged and therefore do not need to hold on to report it again.</td>
</tr>
<tr>
<td>In terms of hold times, it is true that our agents are sometimes required to put residents on hold whilst they confirm appointments or chase up contractors for updates (as described above). However, we do also review productivity of agents very closely and do look for any evidence of calls being inappropriately handled (both in real time and retrospectively).</td>
<td>We have just started some preliminary work to make improvements to our online repairs service, to reverse this trend.</td>
</tr>
</tbody>
</table>

In our new telephone system provided us with the opportunity to remotely join any call and also whisper to the agent and we would do this if we were concerned at how an agent was handling a call. However, in light of these comments, I will do a review of all hold times to identify all issues and draw up an action plan to further improve.
3. Confidence in stats produced by the Contact Centre

This continues to be a challenge. We have worked hard to improve the transparency of our stats and this year added in the longest waiting time so that this can clearly be seen. I welcome any thoughts about how I can improve these and I continue to focus on how I can continue to improve performance. Below is an example of what we are currently reporting.

Calls in January 2019

<table>
<thead>
<tr>
<th>Call Centre</th>
<th>Service Level</th>
<th>Arrived</th>
<th>Accepted</th>
<th>SLA Target (%)</th>
<th>SLA Met (%)</th>
<th>Longest Wait (min)</th>
<th>Call %</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Peckham</td>
<td>120</td>
<td>120</td>
<td>90</td>
<td>60</td>
<td>60</td>
<td>70</td>
<td>80</td>
</tr>
<tr>
<td>Southwark</td>
<td>120</td>
<td>120</td>
<td>90</td>
<td>60</td>
<td>60</td>
<td>70</td>
<td>80</td>
</tr>
<tr>
<td>Rotherhithe</td>
<td>120</td>
<td>120</td>
<td>90</td>
<td>60</td>
<td>60</td>
<td>70</td>
<td>80</td>
</tr>
<tr>
<td>Chalcots</td>
<td>120</td>
<td>120</td>
<td>90</td>
<td>60</td>
<td>60</td>
<td>70</td>
<td>80</td>
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<tr>
<td>Report Service</td>
<td>300</td>
<td>300</td>
<td>90</td>
<td>60</td>
<td>60</td>
<td>70</td>
<td>80</td>
</tr>
</tbody>
</table>

Finally I said at the SGTO meeting that I would explore how we could put an automated message on the phone system when people phoned up to report a block outage. I’m pleased to say we have recently enabled this facility and our staff are now trained to operate the system to put on a message so people phoning will not have to wait to report a problem.

HEATING ISSUES

SGTO noted that although the call centre responded quickly ‘OCO Ltd.’ is a private contractor and it would be interesting to know the cost implications of separate callouts over a period of time.

This is why we need to be clear when it is a block outage, otherwise the wrong engineer can be sent (dwelling rather than plant engineer). Be assured though that the council does not pay the contractor for duplicate orders or if the same issue is raised within 28 days of the first.

Longfield Estate – Setchell temporary boilers & Christmas outages

To follow

Gloucester Grove – pipe bursts/individual boilers

We record every district heating outage that affects entire estates or whole blocks. I am pleased to advise that North Peckham/Gloucester Grove has not had a recent pipe burst anywhere on the underground district heating mains that were recently replaced.

As you know, this replacement work involved the underground pipework from the boiler house to the various plant rooms across the estates. I believe the issue being raised here is either the burst we had recently in one of the undercrofts (which has been repaired) which was not part of the replacement work or where we have had riser pipework leaks.

With all unforeseeable leaks of this nature our priority is to repair them as quickly as we can.

We recognise that across the borough, our district heating systems are in need of great investment, and we have employed a strategic project manager to look at these and how best we manage and invest in them going forward.

This work may conclude that on a small number of estates a change to individual heating may be the right thing to do, but at the moment this is unknown.

Canada Estate – pumps and processes

The process for maintenance and repair has to be managed, not only for financial reasons, but so the Engineering team have visibility on the condition of the district heating equipment and the service generally.

It should be quite a simple process involving the exchange of information and approval to proceed. On this occasion OCO needed to repair a pump, there are two for this particular circuit, one duty and one standby, but hadn’t advised the engineering team.

This is because OCO were waiting for a repair quote from their pump specialist. While OCO are a good contractor who serve the residents of the borough well, they should have advised that the pump was out of service and needed a repair before they actually did.

Type 4 FRAs

We have done 14 type 4 FRAs in total. Not as many as we would like to have done but there are reasons for this. A process for carrying out type 4 FRAs was drafted and agreed but wasn’t formalised until the new fire safety manager started in December. Prior to that few voids had been made available for type 4 FRAs.

With the new fire safety manager now bedded in, and a near fully resourced fire safety team, we are currently revisiting the process in order to do type 4 FRAs in all voids that become available, not just those that are in advance of the major works programme.
Not so Temporary Accommodation,

What is Temporary Accommodation (TA)?
Temporary Accommodation is accommodation that is given to people who are homeless and in priority need.

The Greater London Assembly (GLA) reports that the number of London households in temporary accommodation (mainly provided in the private rented sector) has risen by 50 per cent in the past 5 years, including around 90,000 children.

Part of the reason in rise of use of TA is the Local Housing Allowance (LHA) freeze. The LHA is the amount of housing costs private tenants can access to cover their rent. The LHA has been frozen for 4 years since 2016.

Southwark Council reported in 2017 that TA household figures stood at 1901, with 74% use of Temporary Accommodation being within Southwark. As it is measured in households and not persons, we are unable to measure the actual numbers of people in TA. Southwark has been committed to not placing anyone in TA outside of London and their reports continue to reflect this. Other boroughs within London have been found to have placed people across the UK where housing costs are lower.

Once in TA, things can be complicated. Living conditions are often poor and rent arrears can accumulate as charges are high. A Freedom of Information Request to Southwark Council last year revealed that from October 17 – October 18 441 people were evicted and 231 for rent arrears.

The Housing Committee has been investigating TA and has hosted a series of events to influence this investigation, in addition to officers meeting and speaking to a wide range of people in this sector such as the Law Centre Network, Duty Advice Scheme solicitors and a variety of focus groups.

The investigation cumulated with a public meeting in January 2019. SGTO submitted the following comments from our experiences of supporting tenants in Temporary Accommodation:

"Unfortunately, there is little information available for Temporary Accommodation (TA) mainly the issues are people not receiving sufficient advice once entering TA. Often people are not aware that they must apply for housing benefit – this has been made more complicated as people are expected to now apply for housing benefit rather than Universal Credit. Since the change in backdating Housing Benefit from 6 months to just 1 month there has been massive problems around temporary accommodation as people who are awarded TA often don’t have documents, or information available – this causes delays in claims and eventually have their claims closed causing significant rent arrears.

There appears to be a lack of support available for the very vulnerable people placed in TA and vulnerable people with severe physical and often very severe mental health problems who may be expected to share with large groups of people which is not always suitable and has a damaging impact on mental health. When being placed out of borough they also have to travel long distances to bring children to school, access jobs or medical support. As Southwark has 3 large hospitals – including The Maudsley, lots of people are desperate to remain in the borough to receive sufficient health care that they rely on."
Planning ahead...

The London Plan is described by Just Space as:
“The London Plan sets out strategic policy for the whole of London. It covers housing, design, social infrastructure (health, education, sports), the economy, heritage and culture, green space and the natural environment, sustainable infrastructure (air quality, emissions, waste), transport and strategies and places for growth.

Legally it is part of the 32 London Boroughs’ development plans and must be taken into account in their decision-making. (The City of London too, plus the Mayor’s Development Corporations at the Olympic Park and Old Oak Common.) Work began on the new Plan after Sadiq Khan’s election. It is the third version of the Plan since the Mayor of London and Greater London Authority were created in 2000.

The finished draft was opened up for a 3 month public consultation that ended 2nd March 2018. After amendments, the current Draft version is now being examined by government planning inspectors at an ‘Examination in Public’ (EiP) from 15 January to 17 May 2019.” The EiP is led by independent inspectors appointed by the Secretary of State.

Sadiq Khan asks people to remember the plan is intended to be holistic in its approach and that its underpinned by the six Good Growth (GG) policies:
- Building strong and inclusive communities
- Making the best use of land
- Creating a healthy city
- Delivering the homes Londoners need
- Growing a good economy
- Increasing efficiency and resilience

The EiP is looking at many issues around the New London Plan, including: Legal matters, Opportunity Areas, local regeneration, housing requirement and supply, gypsy and traveler accommodation, housing quality, types of housing, tall buildings, land and industry, green infrastructure, social infrastructure, aviation, water ways and digital infrastructure.

All EiP meetings are at City Hall and open to the public, it is a great opportunity to hear from experts how a better London for Londoners could be achieved. Groups submitting to the EiPs have already been selected and range from the London Tenants Federation to Ministry of Defense. However, if there is an issue you are concerned about you may be able to share information with a relevant group who are giving evidence to the Examination in Public to help shape the questions they ask. SGTO can help you link in with the appropriate person who are submitting questions to the EiP.

For example, the Fuel Poverty Action Group are contributing to the New London Plan EiP and are very concerned over heating outages across the borough.

They want to use part of their contribution to the New London Plan to influence decisions on the District Heaters. Ruth London from Fuel Poverty Action Group will be attending our group meeting on the 27th of February to discuss District Heaters and influences we can have.

The upcoming EiP agenda is below, if there is an issue you are particularly interested in you can attend City Hall. Or watch it online: [https://www.london.gov.uk/media-centre/mayoral](https://www.london.gov.uk/media-centre/mayoral) You can also watch it in our resource room!

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<tr>
<td>Week 5</td>
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<td></td>
<td></td>
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<tr>
<td>13</td>
<td>Tue 26 Feb</td>
<td>Affordable housing [M24]</td>
<td>Particular types of housing [M29-M33]</td>
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<td>14</td>
<td>Wed 27 Feb</td>
<td>Housing quality and standards, accessible housing and accessible bedrooms in visitor accommodation [M36-M38]</td>
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<td>15</td>
<td>Fri 1 Mar</td>
<td>Other housing matters: meanwhile uses, vacant building credit, redevelopment, best use of stock and housing size mix [M23, M25-M28]</td>
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<td>16</td>
<td>Tue 5 Mar</td>
<td>Approach to and delivering good and inclusive design [M34-M35]</td>
<td>Density [M39]</td>
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<td>17</td>
<td>Wed 6 Mar</td>
<td>Tall buildings, public realm and basements [M40-M42]</td>
<td>Safety and security, fire safety, agent of change and noise [H43-H44]</td>
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<td>18</td>
<td>Fri 8 Mar</td>
<td>Heritage and Culture Historic environment, WHSs and LYMFi [M45-M47]</td>
<td>Heritage and Culture Creative industries, night time economy, public houses [M48-M50]</td>
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<td>19</td>
<td>Mon 18 Mar</td>
<td>Central Activities Zone [M59]</td>
<td>Offices [M69]</td>
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<td>20</td>
<td>Tue 19 Mar</td>
<td>Land for industry, logistics and services [H62]</td>
<td>Freight, deliveries, servicing and construction [M63]</td>
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<tr>
<td>21</td>
<td>Wed 20 Mar</td>
<td>Low cost and affordable business space [N60]</td>
<td>Visitor infrastructure [M61]</td>
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<td>Week 8</td>
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<td>22</td>
<td>Tue 26 Mar</td>
<td>Green infrastructure [M64]</td>
<td>Green Belt/MOL [M65]</td>
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<tr>
<td>23</td>
<td>Wed 27 Mar</td>
<td>Open space and urban greening [M64]</td>
<td>Biodiversity, trees, food growing and geodiversity [M66]</td>
</tr>
<tr>
<td>24</td>
<td>Fri 29 Mar</td>
<td>Sustainable infrastructure - greenhouse emissions, energy system and managing heat risk [M67]</td>
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Resident Involvement Review – where are we now?

Since June 2018 tenants and residents in Southwark have been disputing the interests of the Resident Engagement Review that Southwark Council have been carrying out.

Campaigners feared that the Resident Involvement Review had a predetermined outcome and was being used as a spring board for Southwark Council to reduce Area Forums, take power of tenant funds and avoid scrutiny by pushing things online.

The Resident Involvement Review report confirmed campaigner’s fears as recommendations are to reduce Area Forums, select a new board to decide how tenant funds are spent and agendas decided via an online poll with only the highest polled agenda items discussed at these large quarterly meetings. The Tenants Movement feels this will dilute tenant voice and disempower Tenant and Resident Associations.

Since summer 2018 Tenants and Residents and the groups that support them have been protesting, holding meetings, producing a petition and passing motions demanding that Southwark Council work with them to improve and strengthen existing structures, not scrap them.

The population of Southwark is due to increase 20% by 2021, with 11,000 new council homes. Southwark Councils 2017 digital strategy outlines digitally excluded demographics as: Residents over 60 years of age, disabled people, council tenants and unemployed or low income households. This could mean that these voices are also excluded from resident engagement.

In August 2018 Tenant and Resident Associations were left bemused when a panel was put together to decide the future of Resident Engagement and panel members were recruited as having “little or no experience of existing structures”. The Government’s Social Housing Green Paper outlines the benefits of seeing people as experts of their estates.

A local TRA representative explained “as the newest member of the committee, I felt that the TRA represents a really important body that’s integrated into the local community. This strikes me as something to retain and improve, and I would love it if the Council had approached us and asked how we could get better as a body, promote ourselves, and gain new members (ideally with their help) rather than review our functions without a decent level of input from us.”

The Resident Involvement Review has now produced a series of recommendations. Those who have followed this campaign will be aware that housing activists in the borough have long predicted that recommendations will include: Area Forums, redirecting tenant funds and moving things online.

The report also produces a series of recommendations for Southwark Council’s engagement vision – lots of people are pleased to see recommendations such as “the council should be transparent, honest and show integrity when working with residents” and “they should collaborate with residents to find positive solutions” but are surprised they are not been adhered to currently.

On 23rd January 2019, SGTO members at their group meeting unanimously passed the below recommendations:

- That we issue a press statement and seek the support of local, national and community press & media to publicise the activities of Southwark Council.
- That we seek the support of Jeremy Corbyn and senior members of the Shadow Cabinet to support our opposition.
- That we start research into our legal rights without further delay.
- That we seek the support of our constituent Trade Unions to support our campaign.
- That we propose a vote of no confidence in Cllr Stephanie Cryan and make that public.
- That we work through the local MPs and the local constituencies to call to account the Councillors, and in particular, the members of the Cabinet.
- That individual members and T&RA contact their Ward Councillors and seek their support to withdraw the report and enter into proper discussions on resident participation in Southwark.
Vote of No Confidence! Southwark Tenants Movement Stand United Against Council Attempt to Silence Them

Southwark’s independent tenant’s movement is united in outrage against a move by the council which seeks to silence residents and seize funding.

In March, Southwark Council will seek the support of cabinet to implement recommendations of a Resident Involvement panel. The panel was set up last year to review existing structures of resident engagement (at a considerable cost to the council’s already stretched budget.) The move was viewed with deep concern by local tenants groups, including the Tenant Council, Area Housing Forums and the Southwark Group of Tenants Organisations who unanimously boycotted the process, fearing the results would mirror outcomes of similar reviews elsewhere in London, which have led to the closure of independent tenants federations, stifled tenant voice and meant funds paid by tenants in their rents towards community activities being controlled by local authorities, rather than by tenant groups themselves.

Steve Hedger, Chair Southwark Tenant Council, explains ‘We petitioned for many years for the consultation structure to be brought up to date, only to find when Southwark acted our voices not heard, and our screams ignored as we head towards an abyss. Effective consultation benefits both Southwark and its residents. We are friends, and yet have been treated like the enemy.”

The publication of the review’s recommendations in January confirmed the fears of the tenants movement and led to a unanimous vote of no confidence in the instigator of the panel; Labour Councillor Stephanie Cryan, Southwark’s Cabinet Member For Housing, marking the second time in less than two years that Southwark residents have called for her resignation.

A further motion calling for the scrapping of the review report has gained support from many local trade unions and several constituency Labour party branches, including MP Neil Coyle’s Bermondsey and Old Southwark branch, signaling a contentious split in opinion within Southwark Labour party.

Danielle Gregory, co-founder of the Ledbury Estate Action Group said ‘The fire and structural dangers on the Ledbury Estate wouldn’t have come to light if it weren’t for the immense support residents received from the tenants movement, particularly Southwark Group of Tenants Organisations, who ensured that our safety concerns were finally heard. Both the Social Housing Green Paper and the Hackitt Review make it clear that tenant’s voices must be central. But Southwark’s review recommendations are not about greater resident involvement, they’re about cherry-picking which residents they listen to, and greater powers to mute anyone who dares to criticise or speak out against the council. They are behaving like the mafia.”

Rhiannon Hughes, Campaign Coordinator from SGTO said ‘3 different local voluntary groups withdrew their names from our open letter opposing these changes to the tenants movement, because they were afraid of reprisals by Southwark, who are their main funders. They understand how relying on Southwark for funds prevents them from holding the council to account.’

Ian Ritchie, Vice-chair, Southwark Tenant Council, said 'We have tried very hard to reach a working relationship with Councillor Cryan without success - she has made it her business to ignore us and high handedly and arrogantly try to impose unworkable and ill thought out changes on us. I have been involved in municipal housing for fifty years and have never seen a vote of no confidence in a chair of housing - Councillor Cryan now has two'.

Cris Claridge, chair of the SGTO stated ‘Both the SGTO and the Tenant Council highlighted the need to review and update the out of date tenant participation arrangements and to enter into a dialogue with us to do this. Instead she spent considerable Housing Revenue Account (HRA) funds in engaging a panel of people with no knowledge of tenant involvement to come up with officer led solutions'.

The council’s cabinet committee are due to make a decision for implementation of the Resident Involvement review recommendations at 160 Tooley Street, Tuesday 12 March 2019 4.00 pm.

For Further enquiries please contact Rhiannon Hughes, SGTO 07932359410 Rhiannon@sgto.co.uk

We are seeking individuals who would like to give back their free time or gain skills and personal development or to enhance their CV by promoting our Resource Centre and supporting our services users. Volunteers should have good interpersonal skills working with a diverse client with various support needs. Our clients require support starting a free Basic Computer course, navigating the internet and completing various forms from welfare benefits to job applications.

For more details and to discuss other volunteering opportunities Telephone: 020 7639 6718

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