

MEETING

HOUSING AND GROWTH COMMITTEE

DATE AND TIME

MONDAY 27TH JANUARY, 2020

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BG

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
1.	WEST HENDON ESTATE REGENERATION AND NON-SECURE TENANTS ON REGENERATION ESTATES	3 - 6

governanceservice@barnet.gov.uk

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Addendum 1 – January 2020 Housing and Growth Committee

West Hendon estate regeneration and non-secure tenants on regeneration estate AGENDA ITEM 7

1.1 As outlined in the corresponding committee report, a number of maintenance and management issues have been raised by some of the tenants of the Marsh Drive blocks on the West Hendon estate. Since an initial meeting with a group of residents and senior Barnet Homes officers in September 2019, where these issues were raised, Barnet Homes have responded with a series of actions. These actions and the accelerated decant and rehousing of tenants on the estate are captured in the summary table below:

1.2

	Maintenance & Pest Control Issues
1.2.1	A dedicated hotline was setup so that residents could report any maintenance and/or pest related issues directly and simply and a dedicated Maintenance Officer was appointed for the blocks.
1.2.2	Due to very low numbers of residents reporting maintenance related issues to the hotline setup, a dedicated team was put into place to proactively call every household to enquire if they were experiencing any issues. Unfortunately, there was a lack of resident engagement with this exercise. Three attempts were made to speak to every resident and letters were also sent requesting contact where a response was still outstanding.
1.2.3	Leaks reported to communal areas were investigated and repaired. This included precautionary works on the balcony landings throughout the blocks.
1.2.4	Maintenance inspections have been completed of all properties where residents have reported issues. Additionally, where repairs can feasibly be carried out, these have been completed. Where a maintenance issues exists, which cannot routinely be remedied then individual property information is being taken into account during the rehousing assessment process. This may mean that some tenants may be prioritised for a nomination to be rehoused in another property.
1.2.5	An estate wide pest baiting programme is in place across the estate. Activity reports are being closely monitored and physical proofing works have been completed to stop pests entering the blocks. This has resulted in significantly reduced pest activity on the estate.
1.2.6	Where specific households have reported pest issues, individual pest control measures have been implemented. This can involve gaining access into neighbouring properties to extend treatments. This has resulted in significantly reduced pest activity within homes.
	Estate Management and Caretaking
1.2.7	Dedicated caretaking resource was increased by 200% and a dedicated Housing Officer appointed for the estate.

1.2.8	New refuse arrangements were implemented to address reported pest issues.
1.2.9	An additional vehicle was sourced to manage bulk refuse and fly tipping on the estate.
1.2.10	A designated area has been assigned on the estate for residents to leave unwanted items of furniture and whitegoods etc.
Safety & Security	
1.2.11	Anti-social behaviour (ASB) cases reported by residents and involving residents of the block were opened and have been resolved. This has resulted in significantly reduced reports of ASB.
1.2.12	Feedback from residents regarding times when they would value Warden patrols on the estate has seen them instigated between 18:00 to 4:00, 7 days per week. Wardens report all criminal or suspected anti-social behaviour to the Police and Barnet Homes. Daily patrol reports are provided to evidence exactly where and when patrols are occurring. This has resulted in significantly reduced reports of ASB on the estate.
1.2.13	A Multi-Agency Core Group setup between Police, LBB Community Safety, Barnet Homes and other partners has developed an action plan detailing a range of measures to reduce crime and improve safety on the estate. An estate action day was held in December with all parties. Police have increased patrols on the estate.
1.2.14	Barnet Homes Rough Sleeper Team have carried out regular patrols on the estate to assist rough sleepers with move-on options. To date, these patrols have not found any rough sleepers on site.
Resident Engagement & Communication	
1.2.15	Barnet Homes senior officers and operational staff have met with the non-secure tenant group regularly to listen to concerns, answer questions and update on progress made.
1.2.16	An estate newsletter has been developed and sent regularly to keep residents updated on progress of actions being implemented and information regarding the following: <ul style="list-style-type: none"> • Maintenance & pest control • Estate management, caretaking & parking • Safety and security • Fire safety information and advice • Large Panel System surveys and precautionary safety works • Rehousing assessment process • Support available to residents i.e. safety inspections, welfare benefits advice.

1.2.17	The Barnet Homes Community Engagement lead has been working with the non-secure tenant group to support them to establish a formal Residents Association. This has included support and face to face meetings.
1.2.18	Several letters have been sent out to residents individually regarding: <ul style="list-style-type: none"> • Maintenance and Pest Control • Large Panel System surveys and precautionary safety works • The rehousing and assessment process.
Decanting and Rehousing Process	
1.2.19	We have met face to face with 100 non-secure tenant households and 22 secure tenant households and completed housing need assessments.
1.2.20	Dedicated Housing Options resources have been put into place to support residents through the housing assessment, banding and property nomination process.
1.2.21	Letters to individual tenants were sent in October, November and December 2019.
1.2.22	Advice surgeries held on the estate in October, November and December 2019.
1.2.23	Frequently Asked Questions information was given to all tenants who attended the advice surgeries and who have had a housing assessment completed.
1.2.24	6 households have been made an offer and accepted accommodation. 3 households are currently under offer.

1.3 In addition to the resident engagement activities outlined in the table above, the Leader of the Council, Daniel Thomas, Chair of the Housing and Growth Committee, Richard Cornelius and Deputy Chair of the Housing and Growth Committee, Sarah Wardle met with a group of residents on the estate during the week commencing 13 January 2020. During these meetings, residents raised the following issues with Councillors which will be taken forward as outlined in the table below:

1.4

	Matter Raised	Action to be taken
1.4.1	A request was raised by residents to change the current hours of Warden operation from 18:00 – 04:00, as it does not cover the hours where residents feel most vulnerable to crime and anti-social behaviour (at around 8am and 5pm).	Current Warden shift patterns were implemented following reports from residents of criminal and ASB in the evening and early morning hours. Barnet Homes have engaged with the local Police Safer Neighbourhood Team to obtain intelligence regarding recorded incident timings and will adjust the existing shift patterns as a result.

		Additionally, and at the request of Councillors, Barnet Homes will increase the amount of Warden tracker points within the blocks to ensure a wider coverage of patrols.
1.4.2	Communal areas on the ramped walkways where resident storage and utility access points are located can attract ASB activity. Is it possible to somehow block these areas off to restrict access to those who should not access them?	Barnet Homes are considering options to restrict access to these areas and will also consider how Wardens can be more effectively deployed to these areas.
1.4.3	Residents would like to see more fire notices within the blocks.	Barnet Homes have included fire safety information and advice of what to do in the event of a fire in the latest resident newsletter delivered on 21 January. Fire safety notices keep being removed from blocks and therefore Barnet Homes will install more vandal proof signage within the blocks, the locations of which will be determined by expert fire risk assessors. Barnet Homes will also liaise with the London Fire Brigade to try to arrange regular joint estate inspections.
1.4.4	As is Barnet policy, residents moving out of their Marsh Drive homes currently receive a 1-week grace period where they do not have to pay rent to move items from their existing property to their new property. Residents have requested this 1-week period be extended.	The standard 1-week period will be extended to 2 weeks.
1.4.5	Residents raised concerns regarding difficulties in properly understanding the rehousing process.	As highlighted above, a significant amount of information has been provided to residents over a period of time regarding the rehousing process and what to expect, however Barnet Home are committed to supporting residents through what can be a difficult process. The existing FAQ reference sheet will be reviewed incorporating resident feedback and will then be reissued to all affected residents.
	An increase in presence from the local Police Safer Neighbourhood Team would be reassuring for residents.	Barnet Homes will continue to work on a multi-agency basis to tackle issues on the estate and another request to the SNT to further increase their presence on the estate will be made.