

Annual General Meeting – Wednesday 3rd November 2022

(Reconvened from 26th October 2022)

Housing Managers Report – Chris Clutterbuck

Dear Residents,

Here's an update on what's happening on the estate along with statistics for the financial year 2021/2022 plus quarters 1 and 2 of the current financial year.

Since the last AGM we've had some great improvements on the estate with Wandsworth Council agreeing the funding for these projects not to be charged to residents.

Recycling Enclosures

A total of 15 new fire-resistant recycling bin enclosures have been installed outside each of the entrances of the 5 high-rise blocks. This has improved the amount of waste being recycled and I'm pleased to advise that there's been no reports of contamination which could lead to bins not being emptied, as what occurred prior to the enclosures.

External Pressure Washing

One of the RMO's dedicated estate cleaners completed the external hard surface pressure washing across the whole estate, including the ground surface of the playground and brick half-perimeter walls. This will continue into the future to keep these areas looking good.

External Metal Painting

Most of the metal fencing and railings around the estate was faded and had chipped paint. Over the spring and summer contractors were on the estate freshening up the paint with a modern dark grey colour applied to all of the perimeter fences.

New Bicycle Hub

Following the success of the free-to-use bike enclosure adjacent to Macdonald House and with feedback from residents in mind, the Board decided on a second enclosure to be installed adjacent to Dresden House. This new bicycle hub which opened just last week has capacity for 40 bikes (twice the number of the other enclosure). The chosen design has timber-clad vertical posts and a green sedum roof, which is more pleasing to the eye for residents in upper floors to look down upon, compared to a standard metal roof.

I'm pleased to say that all these projects have generated some really positive feedback from many residents, with some saying the estate simply feels safer due to the improvements. I look forward to working with the Board over the next year to explore possible future improvements.

Chris Clutterbuck

April 2021 to September 2022 Statistics**Repair orders by contractors**

Contractor	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total 2021/22	Q1 2022	Q2 2022
B&B Windows	15	5	9	14	43	6	6
Cablesheer (asbestos)	0	0	0	0	0	2	0
Certus Security (door entry repairs)	0	0	0	8	8	6	9
Drain Surgeon (Plumbing)	34	37	52	48	171	33	63
FG Keens (Voids)	4	0	0	2	6	0	4
Gillmartins (Voids)	0	0	2	0	2	0	2
Oakley Locksmiths	1	4	2	7	14	5	3
WC Evans (Metalwork)	1	4	1	3	8	1	0
SW1 Electrics	15	12	22	29	78	16	11
eXpress Maintenance (routine maintenance)	0	1	36	46	83	43	25
Surrey Environmental	4	4	1	1	10	6	4
DRS Co. (Rubbish chutes)	8	8	10	8	34	8	4
Krispar (front doors)	4	5	2	5	16	5	2
Sadler Services (routine maintenance)	42	4	0	2	48	0	0
Out of hours contractor	6	6	4	6	22	4	6
Totals	134	90	141	179	543	135	139

Percentage of repairs completed within target time

Response Time	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1 2020	Q2 2020
Within 24 hrs (Emergency)	22/21 95.5%	15/15 100%	17/17 100%	16/16 100%	17/17 100%	27/27 100%
Within 3-7 days (urgent)	70/70 100%	61/59 96.7%	71/71 100%	95/94 98.9%	72/71 98.6%	80/80 100%
Within 7 – 60 working days (non-urgent)	42/41 97.6%	14/14 100%	53/53 100%	68/68 100%	46/44 95.7%	32/32 100%
Total Average	134/132 98.5%	90/88 97.8%	141/141 100%	179/178 99.4%	135/132 97.8%	139/139 100%

Voids (tenant moves out and works carried out to flat)

Quarter	Number of voids	Average turnaround, from vacant date to commencement of new tenancy.	Comments
1	1	28 Days	
2	2	28 Days	
3	1	25 Days	
4	0	0	
Q1 2022	3	37 Days	
Q2 2022	1	45 Days	Delays in allocating a suitable new tenant

Rent arrears

Quarter	Total rent arrears as at end of Quarter
1	115,460
2	103,216
3	106,941
4	101,577
Q1 2022	108,447
Q2 2022	£91,810

Tenant monitoring

Quarter	New tenant visits	Occupancy checks
1	4	10
2	1	3
3	2	0
4	2	7
Q1 2022	4	10
Q2 2022	2	8

Complaints against the RMO

Quarter	Upheld	Partially upheld	Not upheld	Total
1	0	0	1	1
2	0	0	2	2
3	0	0	1	1
4	0	1	1	2
Q1 2022	0	0	0	0
Q2 2022	0	0	1	1