

Annual General Meeting – Monday 30th October 2023
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 2022/2023 plus quarters 1 and 2 of the current financial year.

New Bike Enclosure:

The two existing green bike enclosures next to Macdonald House will be replaced by one larger enclosure, like the one next to Dresden House, with a sedum green roof and timber posts. This will double capacity and instead of disposing of the existing enclosures, we have decided to gift them to two other estates in Wandsworth so their residents can make good use of them. This project is funded by surplus funds of the RMO and will be at no charge to residents.

Major works:

After many years of delay, the five high-rise blocks on the estate, Atkinson, Walden, Dresden, Macdonald and Berry House will all have dry risers installed. These will be installed externally with outlets on every floor in the stairwell.

The second major works project is the renewal of aging water tanks on the roofs of Langhurst, Farnhurst, Rushlake, Hopkinson, Bishopstone, 1-8 Lodsworth and 56-77 Dresden House. All other blocks have previously had the tanks renewed.

Contractors for both projects are expected to be on site from November.

Drugs issues:

Residents may have noticed drug users being attracted to the estate which has been happening for several months now. I am acutely aware of the situation and the office is working very closely with the Police to resolve it.

In the meantime, I have disabled the trades button on all 31 main entrance doors across the estate and ask that residents do not 'buzz' people into the block via the entry call system that they don't know. The Police have also stressed for residents who witness this anti-social behaviour to report it to them right away.

Chris Clutterbuck
Housing Manager

April 2022 to September 2023 Statistics

Repair orders by contractors

Contractor	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total 2022/23	Q1 2023	Q2 2023
B&B Windows	6	6	17	11	40	2	14
Cablesheer (asbestos)	2	0	0	0	2	0	0
Certus Security (door entry repairs)	6	9	17	11	43	14	9
Drain Surgeon (Plumbing)	33	63	48	42	186	43	38
FG Keens (Voids)	0	4	3	1	8	2	1
Gillmartins (Voids)	0	2	0	0	2	0	0
Oakley Locksmiths	5	3	1	3	12	2	0
WC Evans (Metalwork)	1	0	1	3	4	6	3
SW1 Electrics	16	11	14	14	55	3	6
eXpress Maintenance (routine maintenance)	43	25	39	53	160	52	67
Surrey Environmental	6	4	1	0	11	3	2
DRS Co. (Rubbish chutes)	8	4	4	0	16	9	0
Krispar (front doors)	5	2	4	2	13	2	8
Out of hours contractor	4	6	2	3	15	6	6
Totals	135	139	151	143	568	144	154

Percentage of repairs completed within target time:

Response Time	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1 2023	Q2 2023
Within 24 hrs (Emergency)	17/17 100%	27/27 100%	13/13 100%	15/15 100%	23/23 100%	19/19 100%
Within 3-7 days (urgent)	71/72 98.6%	80/80 100%	89/90 98.9%	69/70 98.6%	77/77 100%	84/85 98.8%
Within 7 – 60 working days (non-urgent)	44/46 95.7%	32/32 100%	45/48 93.8%	57/58 98.3%	43/44 97.7%	50/50 100%
Total Average	132/135 97.8%	139/139 100%	147/151 97.4%	141/143 98.6%	143/144 99.3%	153/154 99.4%

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	2	37 Days	
2	1	45 Days	
3	5	49 Days	
4	2	49 Days	
Q1 2023	0	0 Days	
Q2 2023	3	40 Days	

Rent arrears

Quarter	Total rent arrears as at end of Quarter
1	95,629
2	97,172
3	88,998
4	95,961
Q1 2023	91,041
Q2 2023	110,774

Tenant monitoring

Quarter	New tenant visits	Occupancy checks
1	4	10
2	2	8
3	4	7
4	3	8
Q1 2023	0	2
Q2 2023	4	16

Complaints against the RMO

Quarter	Upheld	Partially upheld	Not upheld	Total
1	0	0	0	0
2	0	1	0	1
3	0	1	3	4
4	0	0	0	0
Q1 2023	0	0	0	0
Q2 2023	0	0	0	0