

Committee: Cabinet

Date: 12 July 2021

Wards: All

Subject: Reference from the Sustainable Communities Overview and Scrutiny Panel – Clarion Repairs and Maintenance.

Lead officer: Hannah Doody, Director of Community & Housing

Lead member: Councillor Aidan Mundy, Chair of the Sustainable Communities Overview and Scrutiny Panel

Contact officer: Rosie Mckeever, Scrutiny Officer, 0208 545 4035

Recommendations:

1. The Sustainable Communities Overview and Scrutiny Panel requests that Cabinet note and approve its reference set out in paragraphs 2.5 to 2.8 below.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. At its meeting on 24 June 2021 the Sustainable Communities Overview and Scrutiny Panel welcomed senior management representatives from Clarion Housing to discuss a number of repairs and maintenance issues affecting Merton residents on the Eastfields estate.
- 1.2. The Panel agreed to make a reference to Cabinet as set out in paragraphs 2.5 to 2.8 below.

2 DETAILS

2.1. Scrutiny process

- 2.2. The Panel received an update from the Director of Housing and Regional Managers at Clarion outlining the issues highlighted by the media and residents and the subsequent planned works. Councillors asked questions of clarification and discussed at length the possible options for improvement.
- 2.3. Further details of points made in the discussion will be published in the minutes of the meeting.

2.4. Scrutiny response

- 2.5. The Panel RESOLVED (eight votes for, none against) to send the following recommendations to Cabinet;
- 2.6. The Panel proposes that Merton's Housing Team lead on hosting a one-stop shop on Merton's council's website, in partnership with Clarion and with the support of the Council's Communications Team. The purpose of this page is to (a) Inform residents of their rights, responsibilities and signpost into the current repairs process. This may also include letters and replies sent by the Cabinet member; (b) provide single source of information on issues already identified through the publication and regular updating of KPIs for housing repair on Clarion's estates; (C) List as set out in precedent in the papers for Sustainable Communities paper of 24th June the current open repair cases for Clarion estate. New repairs should be included when they arise. Where

possible common issues should be highlighted.

The goal of these measures is to restore resident and partner confidence in Clarion's management of their stock. The page should be implemented as a matter of urgency and remain until the Cabinet Member is satisfied confidence has been restored.

- 2.7. The Panel further request that Cabinet write to Clarion asking for detailed information on the conformity with the decent home standard of stock across the borough. The response to this request be shared with the Sustainable Communities panel.
- 2.8. Additionally, the Panel RESOLVED to revisit this item at the next Sustainable Communities meeting 2 September 2021.

3 ALTERNATIVE OPTIONS

- 3.1. None – Cabinet is required under the council's constitution to receive, consider and respond to references from overview and scrutiny.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Invitations to provide submissions to the Panel were sent to a wide range of residents' associations and local community organisations.

5 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 5.1. None for the purpose of this report.

6 LEGAL AND STATUTORY IMPLICATIONS

- 6.1. Cabinet is required under the council's constitution to receive, consider and respond to references from overview and scrutiny. The Local Government and Public Involvement in Health Act 2007 requires Cabinet to respond to reports and recommendations made by scrutiny committees within two months of written notice being given.

7 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 7.1. There are no human rights, equalities and community cohesion implications as a result of this report.

8 CRIME AND DISORDER IMPLICATIONS

- 8.1. These are no crime and disorder implications as a result of this report.

9 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 9.1. There are no risk management and health and safety implications as a result of this report.

10 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- None

11 BACKGROUND PAPERS

None