

# Overview and Scrutiny Committee

## 11 June 2015

Deborah Upton, Executive Director for Governance

Jane Bolton, Interim Managing Director, Circle Housing Merton Priory

Ray Evans, Deputy Programme Director, Repairs and Maintenance

Paul Quinn, Director of Merton Regeneration



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# Circle Housing Merton Priory Review of Promises

**Jane Bolton**  
**Interim Managing Director**  
**Circle Housing Merton Priory**



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# Delivering Our Promises

March 2010 – Total of 91 Promises

Diversity of Issues:

- Repairs and Maintenance
- Resident Involvement
- Community Development
- Estate Improvements



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# Delivering Our Promises

- March 2015
  - 87 Promises complete
  - 4 well progressed
- Verified by external 'Audit' by The Connectives
- Status agreed with London Borough of Merton colleagues
- Reported to Circle Housing Merton Priory Board, 13 May 2015
- Resident feedback highlighted where further works needed



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# Delivering our Promises

## Incomplete Promises

- **No.3** - Achieving the Merton Standard
- **No.4** - All homes with a shared entrance to have a Door Entry System
- **No.5** - External re-decoration programme completed within five years
- **No.88** - Improve the day to day repairs service



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# Highlights

- £1 million expenditure on Community Development
- £280,000 per year on local, resident led projects
- Handyperson/Gardening scheme
- Rebuilt three Sheltered Housing Schemes
- Invested £73 million in improving homes
- Established effective Resident Scrutiny process



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# Enhancing Life Chances

## Routes to Work

- 250 people in employment/apprenticeship
- 840 people helped into further education
- Enabled start-up of 70 new small businesses

## Financial Inclusion

- 1,500 people accessed financial advice
- 79 under-occupiers transferred

Dedicated budget for residents skills and training

Junior Warden Scheme



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# From Volunteering to Employment



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Ryan commented:

*“The experience I was able to gain on project has really helped me decide that I want to take my coaching to the next level. They are great projects and it feels good to give something back to the community. It’s great to be able to see the young people transform each week and know that you are responsible for that impact.”*

Paul commented:

*“Sports Blast has given me the opportunity to put something back into the community for the young people, and I’d encourage anyone who would like to gain a coaching qualification and to help out with the activities to come along and join Sports Blast.”*



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# MTEC – Routes2Work

Tina a CHMP Customer had been out of the workplace for ten years whilst raising her family. She enjoyed DIY and improved her home, eg re-felting the shed roof

- She joined the construction programme, taking part in classroom, practical training and work experience on a construction site with BDL, a dry lining company.
- Through the programme she secured a CSCS Card, PASMA Card, Asbestos Awareness Certificate and NVQ accreditation units that made her ready for work
- Tina applied successfully for a new role with our training provider at MTEC as a Trainee Assessor/Trainer.



**She said:** *“I love the role because of the people I meet. I used to spend days where I didn’t speak with another adult, so coming on the course really brought out my personality and gave me confidence. This role has taken the pressure off me and my family and I’m looking forward to becoming a qualified assessor and improving my painting and decorating skills. I would recommend this programme to anyone who wants to improve their future.”*



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# Local Heroes

Comments from the Watermeads Residents Association about Moses the caretaker and Francis the neighbourhood officer.

*“Moses and his team provide a truly excellent service. They are all very thorough, very diligent and flexible. They will always go the "extra mile" for us. In our opinion Moses is an exemplary caretaker. He takes pride in his work and in his team and the estate looks the better for it.*

*“Francis is highly committed, highly effective and very responsive to the needs of the estate and its residents. He is also very approachable and a very welcome face on the estate.”*



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# Repairs and Maintenance

**Ray Evans**

**Deputy Programme Director, Repairs and Maintenance**

**Circle Housing**



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# Repairs and Maintenance

## Since transfer:

- Over 135,000 repairs delivered
- Over 810 major adaptations
- £25 million day-to-day repairs investment
- £71 million capital and planned investment
- Local budgets for estate and block improvements
- Customer Engagement Panel for R&M bi-monthly
- Apprenticeships and jobs for local people



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# Repairs and Maintenance

## Main Service Provider Partners



Keepmoat Property Services – responsive repairs and voids



*Together we achieve more*

United Living– capital and planned investment



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# Repairs and Maintenance

## Major works completed in 2014-2015

- £90 million investment in homes (from transfer to 2015)
- 6338 components – including 436 new boilers, 442 electrical upgrades, 176 new roofs, 147 new kitchens
- Reducing fuel poverty – energy efficient boilers, wall / loft insulation, energy advice
- Cherry Trees roof replacement completion June 2015
- Improvements to sheltered housing blocks
- High level of compliance – Gas safety 99.9%, Fire safety – 100% of high risk (Cat1) issues resolved



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# Repairs and Maintenance

## Achievements

- Development of a 30 year investment programme
- Customer satisfaction at 85.5%
- Eight apprenticeships created since April 2014
- Customer Service Centre – meeting targets for responses
- Gas servicing generally at 99.9%



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# Repairs and Maintenance

## Achievements

- Use of sub-contractors - reduced from 60% in 2013 to 13% in April 2015
- Surveyors based on major estates weekly.
- Raised numbers of inspections (pre and post) in 2<sup>nd</sup> half of year
- Local ownership by surveyors (agile working).
- Additional staff targeted on estates, compliance and aids & adaptations



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# Repairs and Maintenance

## Challenges

- Delivering major change programme within R&M
- Service failings and under-performance - being tackled through regularly reviewed Service Improvement Plans since August 2014
- Continuing to keep 'Regeneration Estates' compliant prior to regeneration kicking in



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# Repairs and Maintenance

## Programme for 2015-2016

- Completion of Decent Homes during the year
- Programme of kitchen, bathroom, rewiring etc renewals
- Completion of 'door entry system' promise to blocks
- Continuing investment in aids and adaptations
- 'Regeneration Estates' Decent Homes compliance works – new boilers, electrical testing etc to ensure compliance with Landlords standards until the regeneration commences
- Consolidation and improvement in Service standards on repairs



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# Merton Regeneration

**Paul Quinn**  
**Director of Regeneration**  
**Circle Housing**



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# Merton Regeneration Project

## Where we are

- Residents Offer hand-delivered 29 May
- Master planning consultation from 30 May – 13 June
- Independent survey of all households
- Progress to next stage subject to Management Board approval
- Preparation of planning applications – ongoing consultation with political / local stakeholders and residents
- Media relations – briefings with WG and SLP
- Twin track planning application process with Merton Council's DPD



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# Residents Offer

- Fair and based on feedback from residents
- Responds to the desire to keep the existing communities together
- All existing Circle Housing Merton Priory tenants and resident homeowners have a guaranteed right to return to their neighbourhood in a new home
- Range of housing options to meet the needs of resident homeowners and Circle Housing Merton Priory tenants
- Resident homeowners will own replacement home outright from the start
- Circle Housing Merton Priory tenants will keep existing tenancy rights and rent levels will stay the same
- Financial and practical support to cover costs and compensation for disturbance



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# Benefits of regeneration to Merton

- Regeneration is the best way of delivering new, well-designed, energy-efficient homes now and in the future
- Regeneration will provide a range of wider benefits including more private space for residents, job creation, better green spaces and community facilities
- We are working closely with Merton Council so that our investment in the borough matches their ambitions
- We're committed to working in partnership to deliver our long-term improvements and economic prosperity
- This is a genuine consultation process that responds to residents' needs



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# Media Coverage

Circle Housing Merton Priory reveals financial offers to nearly 1,000 people affected by regeneration bid

## LOOKING GOOD Cautious welcome to estate rebuild master plan

By JAMES CRACKNELL

RESIDENTS of a housing estate that will be almost entirely demolished and rebuilt have cautiously welcomed the designs for its redevelopment.

A church and a pub are among the only buildings likely to be spared the bulldozer on the High Path Estate in South Wimbledon and the pub's manager said this week he was "very pleased" it will stay.

The hundreds of social housing tenants living on the estate will be given a new, bigger homes by their landlord Circle Housing Merton Priory (CHMP) - although some may need to leave during construction.

And while the total number of homes will more than double from 608 to 1,250, there will be no increase in the number of social homes. Instead, the extra housing will be sold privately to help fund the scheme.

Dave Vowell, manager of the Trafalgar Freehouse in High Path and also a resident of the estate, told the *South London Press*: "We are very pleased the pub will stay because it is a very old pub and we have done a lot of work on it.

"The plans look interesting, there will be a huge park in

CONSULTING:  
With Luke  
Chandler  
from CHMP,  
centre, are  
High Path  
residents  
Sylvia Altives  
and Joan Hall



INSPECTION: Estate resident Elizabeth Hobbs, left, v estate with



Earmarked for demolition: High Path in s Ravensbury in Morden and Eastfields in l

### New homes and tree-lined streets

A "traditional village feel" has been pitched to residents by a housing association hoping to regenerate their estate, adding close to 100 homes.

Ravensbury estate in Morden is the third Merton estate earmarked for regeneration by Circle Housing Merton Priory (CHMP).

A draft masterplan revealed to residents at a consultation meeting earlier this month shows low-rise housing and tree-lined streets with a new community centre.

Retaining a single entrance, the estate, if regenerated, would feature six different home types, including two and three-bedroom flats, maisonettes, houses and accessible housing for elderly and disabled residents.

Ninety-five new homes for private sale are planned, with 101 of the current homes demolished and rebuilt and 91 refurbished over a phased eight-year building process.

Regeneration plans have sparked heated debates with 84 residents signing a vote of no confidence in CHMP.

Christopher Holt, chairman of the Ravensbury Residents' Association who organised the vote, said: "The proposed redevelopment has been considered by some residents to be too intense for the salubrious environment of Ravensbury, ruining the current mood of spaciousness and general well-being for existing residents."

Paul Quinn, director of regeneration at CHMP, said: "The estate was built as a temporary solution to housing need after the Second World War.

"Repairs can only do so much, so replacing them with high quality new homes is the only long-term option."

It will be conducting door-to-door visits in November and December to talk through the master plans and answer questions.



'Traditional village feel': An artist's impression of the regeneration



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