

Committee: Cabinet

Date: 20 February 2023

Wards: All

Subject: Reference from the Sustainable Communities Overview and Scrutiny Panel – Clarion Housing

Lead officer: Adrian Ash, Interim Executive Director Environment, Civic Pride & Climate

Lead member: Councillor Stuart Neaverson, Chair of the Sustainable Communities Overview and Scrutiny Panel

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

Recommendations:

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1. The Sustainable Communities Overview and Scrutiny Panel requests that Cabinet note its reference set out in paragraph 2.5 to 2.12 below.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. During the 3 November 2022 meeting of the Sustainable Communities Overview and Scrutiny Panel, members received information and updates on the work of the Planned Investment, Reactive Maintenance, and the Complex Case Teams, as well as performance and satisfaction data.

2 DETAILS

2.1. Scrutiny process

- 2.2. Along with representatives from Clarion Housing, the Panel also welcomed public speakers to this meeting. Members heard from three residents who shared their own experiences of living in Clarion managed estates.

- 2.3. The Panel were reassured to hear Clarion commit to follow up on the resident issues raised and come back to Panel with further updates on Sadler's Close and the satisfaction survey methodology.

2.4. Scrutiny response

- 2.5. The Panel RESOLVED (all ten members voted in favour) to send the following recommendations to Cabinet
- 2.6. This Panel recommends that it be a default procedure for all repairs to have before and after pictures.
- 2.7. Resident associations are a great tool for Clarion and residents to stay in touch therefore this Panel recommends that Clarion, at least once a quarter, help advertise the Resident Association meetings, including where and when they will be held, and that resident associations are allowed access to the communal boards for them to advertise these meetings.
- 2.8. This panel request that Clarion report back on the improvements it makes to communications around repairs and update the panel at the next session they are due to report at.

- 2.9. Clarion commit to review all their Merton properties with regards to retrofitting and improving their energy efficiency.
- 2.10. The panel recommends that Clarion undertakes a review of all empty or unused Community spaces so that some, if usable, can be allocated for use by resident associations.
- 2.11. Clarion to review its protocols for communicating with freeholders and leaseholders on its properties with regards to complaints and repair response times.
- 2.12. Recommend greater transparency published about individual estates data on repairs and the satisfaction rates from residents.

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. None for the purpose of this report.

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