

Lambeth Housing Strategy 2024 - 2030

Consultation Responses (all answers)

JANUARY 2024



Introduction

In October 2023 Lambeth launched a consultation on the council's draft Housing Strategy.

The main form of consultation was an online survey which was widely circulated to Lambeth Council tenants and leaseholders, other Lambeth residents and partners. The consultation was also widely promoted through the council's social media channels, via posters on estates including an option for paper copies of the survey to be requested. Some organisations submitted long documents in response, not necessarily linked to the specific questions being asked.

Residents were given the option of attending a 'drop in' if they wanted help to fill in the questionnaire. We had 50 residents come to the drop ins in total. As part of the survey responses, people were able to express an interest in attending workshops. We ran three sessions although these were only attended by a total of 10 people. In addition the proposals have been discussed with council departmental management teams, Staying Healthy Partnership, LAMPAG (Lambeth Pensioners Action Group), Visit Lambeth Forum Network, and the Lambeth Housing Partnership who represent the main housing associations in Lambeth.

The consultation considered the three main priorities set out in the Housing Strategy:

- Priority One: More Affordable Homes
- Priority Two: Delivering Excellent Housing & Repair Services
- Priority Three: Supporting Healthy and Safe Neighbourhoods

There was a good response to the survey with 503 responses received.

Some of the survey questions had the option for respondents to add their comments as "free text". This document includes all the answers to the free text questions for complete transparency. The comments are unedited, other than a small number that included the names of residents or staff, or other identifying information.

Where applicable, comments have been divided according to whether people agreed or disagreed with the proposals.

It should be read alongside the summary report which pulls out the main themes from these comments and provides the numerical analysis and the council's response.

The summary report is available on this [link](#).

Contents

Introduction	2
The Vision	4
Priority One – More affordable homes	11
Priority Two – Delivering excellent housing and repair services	26
Priority Three – Supporting healthy and safe neighbourhoods	50
Working with residents	72
Equalities	82

The Vision

To what extent do you agree with the vision set out in the housing strategy?

Please give reasons for your answer

Strongly Agree or Agree

Agee but do not have confidence in Lambeth making putting these words into actions: social housing action
Maslow's hierarchy - we need a safe home as the first priority to thrive in any other way
Lack of proper place to call home affects people in many ways health, instability and facing evictions from rogue private landlords. The lack of proper permanent housing also affects young children. Housing issue is really an issue that needs to be addressed for various reasons, I therefore strongly agree for you the authority to do something about it .
No one should be homeless or suffer with bad living conditions, I should know I have had to bring up my child for the last 4 years with a disrepair unattended and neglected by my Housing Association. I'm still waiting for it to be started.
The report in excellent in most respects and it good that Lambeth has refreshed it strategy in the wake of the report by the late Bob Kerlake. There are many policies laid out in the report that most people will applaud ,such as involving the residents fully in the design of new homes, aiming at significant carbon reduction in new residential property and including a Passivhaus demonstrator project - Some people may argue that all new developments to be Passivhaus standards.
This tallies entirely with Southern Housing's own vision. It's ambitious and clearly articulated and covers all that could reasonably be expected from the council's housing strategy.
This statement strongly aligns to our own vision - A great home for everyone.
It intends to address all the concerns about housing that Lambeth resident experience
Everyone would agree with this. It's a motherhood and apple pie statement. Of course we want good quality affordable housing for everyone. The question is: how do we achieve that?
In line with our ethos as a housing association.
I know that you will not deliver it is just words to show you are something that will end go no where
There is a real lack of affordable housing in the borough, that really means there is a strong demographic shift in who can afford to live there, which affects the richness of the culture of an area I live and love
It's a great ambition for the community, to make Lambeth a better place.
As a resident of Lambeth council, Lambeth residents should have a safe space to live or to feel at home, with the trust from Lambeth Council.
Everyone should have access to safe and secure homes.
Strongly agree but Lambeth have a history of squandering funding received whilst basic services falter.
There is an obvious difference between building homes that are affordable but how are people going to purchase a home with low employment and cost of living crisis. Are you assisting the person who chooses to work and raise their family and get rid of landlords having to put up rent costs as they have their mortgage to cover due to high interest rates and inflation. If I added up the amount of money I have spent on privately renting I would like to think I would at least have something to show for it. I'm like many of the residents in Lambeth trying to provide the best life possible for my child and myself. Labour will only ever achieve by listening to their community. While we are on the subject of housing , you need to look at infrastructure. Transport and how people will move around. The LTN's in Streatham are causing pollution and are extremely divisive. Send out a survey and stand

on Streatham high road or Leigham Court road and get the data. Pollution is off the scale, so inevitably it will drive people out that can move elsewhere.
The need for new, affordable homes is critical, but they must be of high quality and provide residents with homes they can be proud of for the long term.
We have to look after residents
your analysis of the problem and your proposed solutions are good
Lambeth needs affordable housing
Housing is the foundation to mental and physical well-being; which in turn leads to security leading to self-belief to get work, an education and be an active citizen
Because it seems this (vision) is currently the case / in practice and all deserve it.
The council has a responsibility to make sure all residents have access to and benefit from safe, secure and high-quality local homes which are affordable and provide sanctuary, stability and the best conditions to grow up and age well – across all tenures.
EVERYONE needs safe and secure housing. But I strongly disagree with Lambeth's approach of demolition.
I agree with your goals
We were lucky enough to buy our first property 30 years ago when property was far cheaper and lambeth was not popular. This is not true for my adult children who can neither afford to buy or rent in the borough they were born and brought up in. However I don't think Lambeth's policies will improve their chances of living here. Rent controls for private landlords and restricting Airbnb to spare rooms not whole properties needs to be considered (by the government.)
I live and work in Lamberth and I am a keyworker and not affording to live by myself. I am already 50 years old
At the moment, the quality of the flats is poor. Existing residents could benefit from a refurbishment, similar to refurbishments done near New Park Road, years ago
I suspect my children will not be able to buy they need to join the hosing list. 20 years ago with 2 toddlers I was told I didn't have enough points to join the housing list. I hope Lambeth is more open an inclusive now.
I would be surprised if any person were to disagree with this vision, this is a basic objective that today Lambeth falls very far short on. Lambeth will be judged not on the "vision" but on their actions implemented from the vision they set forth.
On housing waiting list 10 years plus and still no accommodation provided. Children getting older and getting removed from our allocation, yet they still live at home and no prospect of moving out due to not being able to afford to and cost of living anytime soon.
Secure, stable good quality and well-maintained housing supports adult's and in turn children's well-being and mental health. This in turn builds communities where people and families have stability and can form supportive networks.
EVERYONE SHOULD FEEL SAFE IN THEIR HOME.
it is a good, strong vision.
Strikes the right balance and provides for a commendable objective and purpose
The current system falls far short of being adequate. Too many homeless people and people in substandard homes which do not meet their needs.
The vision is laudable.
We all need to be safe in our homes and be able to afford them
Lambeth Council should be focused on ensuring that current homes are up to scratch first, then look to new homes.
I do agree but Lambeth need to improve their repairs process. I have been living with a dangerous fence for nearly 3 years and the council have still done nothing to resolve. My 18-month son has never been able to play in his own back garden because it is unsafe.
It sounds great, depending on how it is done

Totally agree with your Vision, but I totally don't think you uphold it. Lambeth Council doesn't care, as far as I'm concerned.
It's a brilliant idea - The question is though are you really able to achieve this
Concerned that there is no warning of GDPR process for survey. Also strategy is ok if it is not just to make people believe that things will change, how will these changes and strategy be achieved? i don't want to agree to something that is just words and no action there are many issues with the process want more than just talk
where are the new social housing. Why are families with children stuck in one bedroom flats and in condemned tower blocks
Isn't this obvious?
I and partner are in the aging population. Having a home to live in for the rest of our lives is paramount. Neither of us wants to be moved.
Not sure of the point of this question as too obvious
I agree with the vision its a shame the reality is so far away from it.
Everyone wants better living space but not old flats is always a no preference how it can be solved eradicating the dislike towards it. Some older tenants grown kids claim the accommodation whilst partner or spouse is working and has businesses which is a outrage a criminal injustice. not giving up the home which are more suited for mental health, ASD, PHYSICALLY disable making it a priority.
No one can thrive and contribute to society if not living in safe and suitable accommodation. It a basic human need.
The vision sounds good but can you deliver it?
I agreed because I want to believe in your desire and ambition to improve, particularly on the poor housing system. Especially for the feeble and aged people.
I imagine most people would agree with this statement.
High quality needs to be balanced with cost. High quality, lasting a decent rather than aspiration which puts costs as a large factor to restrict supply
You always need to aim high and for the best
It is largely common sense. I would hope you were following these principles already. Unfortunately I know this is not the case. No need to dress this up as a whole new "strategy". Just please get the basics right. And listen to people.
This is fundamental but the housing also needs to reflect the climate emergency and the need to urgently eliminate the emissions of greenhouse gases
The housing strategy sets out our vision: "For all residents to have access to and benefit from safe, secure and high-quality local homes which are affordable and provide sanctuary, stability and the best conditions to grow up and age well – across all tenures."
I would like to strongly agree, but will this happen.
But doubt ability to deliver as this statement is hardly a new ambition!
Everyone should be able to have a home that is affordable for them.
Homes should be made more affordable, to give people a chance.
"Affordable" housing is a controversial term as it still prevents lots of people from getting homes
Stronger emphasis on housing for families with children with neurodisability and neurodevelopmental needs
Residents should expect a reasonable level of liveable homes.
The vision should also reference dignity for all residents
But affordable won't mean the same for everyone it should mean lower than the private rate.
on paper very good for most parts with reservations on few

Housing issues underlie so many problems and the present system does not work well. There is far too much poor-quality expensive private rented accommodation and not enough social housing.
I would like to see as many people in genuine distress given the help they need. Homelessness is a stain on our society.
The vision is great but unachievable, no interested from Lambeth staff, difficult areas regarding drug dealing and others.
In principle agree, depends on the details
It's broad, but I think it's kissing the word community
Agree you should fix the challenges created over the years
Surely, maintaining and improving the existing property stock and surroundings and enabling fair rentals for landlords and tenants is more cost effective than new developments in an already densely populated borough. It follows that new developments in Lambeth should not be the priority as it appears in the strategy.
Ji
Just don't believe Lambeth is capable of running a housing department.
Theres always room for improvements in services
It is obvious
Homes should be affordable , and available for the inhabitants of this borough
Nothing wrong with vision. the implementation will be issue. A very vary long way to go to put residents at the centre and deliver excellent services
It is, on the surface, an appropriate vision, but has a vagueness about it that makes it feel generic. It doesn't seem to take into consideration the impact on individuals of the Council's housing decisions or consider residents' agency in housing decisions. Your qualification in the question ' there are many challenges that will make achieving this difficult' highlights the problem with the vision - you have had reasonably appropriate visions in the past targeting a variety of issues but don't seem to be able to achieve even a portion of them.
The vision is the right one to have but as an organisation you need to ensure that it is implemented in practice as a lot of tenants, including myself, have spent in excess of a decade to sort out what should have been minor issues which as a result of being ignored have snowballed into more serious matters.

Neither agree nor disagree

'Affordable homes' is a nebulous term which could mean almost anything
Sounds like you want this for future homes not the current ones.
Until you address the problem of people having too many children you'll always be trying to go up the down escalator.
Good vision but the priority must be repairing and retrofitting the current housing stock.
It is ambitious but it's also full of ambiguities. For example, what is affordable or high quality? Who judges this or what are the best conditions? And when it comes to subsidised housing, what part of the costs of high-quality homes or best conditions will be borne by private residents via rising council tax bills?
I'd switch which 'are affordable' to which 'remains affordable' with a few on sustainability when it comes to affordability.
My view is that as an organisation Lambeth pays lip service ,plays at consultations when many decisions have already been made.
What a pointless question. If any organisation want ambitious it would be useless
These are great ideals - but they are miles from the reality in Lambeth
The strategy needs to state how and when the aims will be achieved.

It's very generic and predictable. As you say, there are many barriers to achieve this so maybe it could have been more specific and focussed on an outcome and date e.g. what does this deliver and by when?
Laudable and aspirational but unsure about the concrete implications and what's required
Need turn things that was wrong into right. Like stop changing Leaseholders for improvements and other unreasonable charges.
All development needs to be sensitive to the area and not destroy local communities by shoe horning in inappropriate development without suitable infrastructure. Family homes are a must.
Your relentless social cleansing & arrogance suggest you can't be trusted to deliver a newspaper
Difficult to give an honest response as the aims are laudable but are not what we have seen from the council so are not believable aims
ridiculous question.... of course everyone wants to have safe and secure homes!!
Contractors brought into lambeth cost millions and more harm than good. Large fines should be handed out for deliberate delays i.e. scaffolding companies leaving scaffolding up way longer than necessary and Lambeth facing the bills. This is your decisions which the residents covering the short falls for your decisions
I think the council needs to build and buy houses to be council houses. I am told by a resident that rents make a huge amount of money that would be used for repairs and building new houses. Property companies make a profit which the council could also do itself to provide housing. The policy of leaving things to private companies does not provide housing at low and long-term rents which are desperately needed. O was surprised to find that council housing generates money as there is a common feeling that it costs the council and is unaffordable.
You acknowledge the problem in this dream paper, but I have no faith in your execution
I would love these things to happen but my experience with Lambeth Housing has been so poor that I wonder if your staff are capable of implementing this
The specific needs of leaseholders are ignored.
Empty words don't mean anything.
You rent is just as much as private house renting if people are not working and live on income you take full rent from them who are on pension even if they have been living there for over 40 years as for noise and repair you do nothing about it, what is safe about that?
Easy to say - need to see what it means in reality. Lambeth is already making rental properties more expensive through licensing of HMOs, so you're failing on your own target currently.
So far in the past 2 years since living here seen nothing
I don't trust that
You all always promise and never deliver.
Stop selling off social housing to private developers
Vision to ambitious - implies Lambeth is an island unbuffered by forces across London, UK , Europe. An achievable vision would build trust in the council.

Strongly Disagree or Disagree

I think Lambeth is going about this the wrong way. Leaving properties empty whilst paying a fortune to put families up in temporary accommodation. Spending an absolute fortune building few houses and not dedicating resources to improving housing and bringing empty homes back for people to live in.
Your definitions are management euphemisms Which makes me feel you are being dishonest about your intentions

Never going to happen as Lambeth has too many homeless people and people on their waiting lists that are growing
Lambeth service charges keep going up and service getting worse.
Repairs response is inadequate
Because Lambeth just don't care.
We've been waiting years and years regardless community gates for King's House
You explain your vision but have not yet shown it or how it will happen so until you do I don't agree
Slightly aspirational
The concept of "affordable" home" is flawed because they are mostly not affordable. What is needed is more social housing!
Lambeth promises things and doesn't deliver. That is my experience of them so far.
"Access to" feels like a get-out clause - it might be very difficult to access, even if technically possible. There's nothing about environmental considerations.
Affordable housing is an ambiguous term and can be interpreted in a few ways. i.e. 80% of private rents is unaffordable
You've not taken into consideration any innovative ideas and grass root problem solving mechanisms.
Because I have been a tenant for years and all I see is promises and no action
Because Lambeth is Lambeth been bidding for 9 years and still nothing
You don't try enough you just saying to be things looks good. I am one of your victims that my windows in the very very bad condition and I've been waiting for repairs around 4 years . Because your team ignore me lied to me breaking the contract. You still don't do anything I have to take legal advisor. I have a lawyer now and you still ignoring court order and you want to tell me. That you want to be ambitious it's not only me in the situation is hundred tenants that paying rent paying tax and you only sounds very good in the paper
Lambeth Council has a history of employing poor managers, sub contractors and generally self governing councillors
Things are stated of what you want the public want to hear, than it all changes
Lambeth council is useless
Does not consider Leaseholders and does not mention control of ongoing maintenance costs
I think surveys are a waste of time,
Delivering safe neighbourhood should be number 1
You fail to mention the needs of leaseholders and freeholders. We pay taxes and should be included and represented.
Lambeth has not got a grip on the issue of repairs to its existing stock. It has a legal & moral duty to make repairs within acceptable timeframes which it is constantly not meeting. Waiting years & leaving properties uninhabitable throughout should be rectified as a matter of absolute urgency!
I agree strongly with the overall vision, but I regard it as unattainable, as so much depends on government policy. I would much prefer a grounded, realistic strategy of what is attainable within existing resources, with clear targets and budget scenarios.
Too much social housing stock in Lambeth is badly maintained.
This is not a strategy. There is no plan and Lambeth do not have the ability to deliver
Enabling residents to be fully engaged equally in decisions which impact them
you have failed time and time again with the housing vision you have, not the residents of Lambeth
We mowed more home ownership not more council housing
i think got the wrong people in the job so nothing will get done
U never do repairs

Resources should be put to support existing communities like Brixton where crime and antisocial behaviour are rampant due to council failures of services

What you have written is too broad and therefore unattainable to achieve!

You don't do repairs that have been outstanding for 4 years or more

Lots of meaningless word salad.

Lambeth council need to also focus on overcrowding families, who are forced to stay in overcrowded homes

Priority One – More affordable homes

Our first priority is to deliver more affordable housing, particularly social housing. Over the next five years, the council will seek to deliver more new council homes for local people, by increasing density on council- owned land, working with partners to bring forward land for affordable housing and progress with the renewal of estates that are no longer fit for purpose and where residents support change.

Please tell us if there is anything else you think we could be doing to make the best use of our existing supply of homes.

Increase staffing levels in the Lambeth housing team so new tenants can be moved into housing more quickly.
be more diligent about repairs: do them properly and efficiently, without wasting money on poor quality repairs
Attend to repairs promptly - it prolongs the life of the property. My estate - and many others in Lambeth - have been neglected badly over years. We are due for regeneration and are constantly promised that repairs will be done whilst we wait (since 2014 so far) but these promises are constantly broken.
Lots of new builds are going up, but very few if any are available for social rent and even then the rent and council tax are extremely expensive. How about tackling this first. Get more social housing at GENUINELY affordable rents.
Please do not propose schemes which hurt existing communities on Lambeth estates. I live on an estate and worry all the time about what has happened to residents on other estates like Cressingham Gardens where demolitions has been proposed against the wishes of the residents. all are living in limbo for years while the estate is not being looked after. We need a to repair existing housing, make houses safe and warm and green without decanting residents. i thin Lambeth should also be careful about building on existing green space on estates - they are essential for wellbeing. I am in favour of developing garage and car park sites.
Suspend giving / selling Council homes to other organisations
I believe make more social housing rent lower and the bidding process to me fair not only band A or B have priority it should be fairly and equally as band C1 and others too
Stop encouraging people to have too many children.
Proper maintenance and tackling anti social behaviour on estates so that they do not become run down in the first place.
Respond better to repairs and maintenance. Damp & infestation issues are woefully dealt with
Help people to move to other places they could more easily afford
Place more priority for old people who are ready to supplement the housing benefits. Give preference to this class and maintain them in their Lambeth comfort zone. Consider and give preference to working adults who are ready to make advance rent payments for houses yet unbuilt.
As far as possible we should be maintaining existing property instead of knocking it down and building new estates.
Allocate them using a transparent process that places tax-payers and citizens at the top of the priority list
The density of properties is already too high. The services supporting them are failing. Encourage people to move to council where there is more space and the councils are better run than Lambeth.
Whilst pushing forward with the aim of building much needed social housing, it will be important to map and ensure that vital community assets are not lost in the process, be it youth and community centres or other important spaces. Young people, should also

<p>have a say over how these spaces are created to ensure that unsafe spaces are planned out of developments.</p>
<p>Allow more owner occupiers to extend their properties. L shaped dormers, for example, are allowed in most councils, but Lambeth seems more restrictive and blocking of basic small development such as loft or rear extension, seemingly with no reason. Enabling residents to extend and grow, is an important part of maintaining a strong resilient community.</p>
<p>Lambeth should ensure that its housing repair service is absolutely fit for purpose. Contractors receive a lot money for providing shoddy repairs. Essentially the root of the initial repair issue is not always dealt with meaning more expensive repairs in the longer term.</p>
<p>I strongly agree everything that is mentioned because they are good strategies .</p>
<p>You need to ensure that the properties build are suitable for human habitation. You also need to make sure that the rent is affordable and that renters have the right to buy their properties. The value of the properties should be affordable for people to buy and access so that lower income people get an opportunity to improve their situation.</p>
<p>There are MANY MANY empty council properties in the borough. You know about them but don't fill them even when informed they are empty. You need to manage the existing stock - its in decline at the moment as you don't take care of it</p>
<p>I agree 👍 with the idea of building more houses🏠. because we are in very difficult times, where housing and the means of life are extremely expensive.</p>
<p>I think that packing people into small spaces is a bad approach to the housing challenge. Yes to build more homes for low income residents and social housing but not with the sardines in a tin standard. people need space greenery and the right to have space. The strategy need more thought. Using the high density approach is wrong it is filthy rich and land owners who need to redress there unused space and look at all the unused empty buildings and redevelop these instead and look after old buildings so they are functional. Stop cutting on public services when the demand is high. this whole policy reflects the top down greedy attitude inflicted on people. Not impressed.</p>
<p>All housing stock should be habitable far & above the minimum standards which Lambeth fails in reaching. There should be a tenant & leaseholder charter in place which will place substantial & meaningful levels of fines upon the council when it fails in its public duty & legal requirements. Individuals should be compensated according to the losses they suffer including the consequential financial & other costs & burdens thrown upon them due to shortcomings within the councils structure. Once complaints reach a certain lever or time elapsed, there should be immediate financial help given to tenants & Leaseholders alike. This might help focus or refocus the council departments responsible of their duties!</p>
<p>Stop building and concentrate on the borough's existing buildings. Stop leaving any homes empty and even one Lambeth bought back property is being rented as a B & B.</p>
<p>I think you stop selling off property that you already own. But be careful with infill - don't squash people too much. It will backfire. Treat people like rats and they will behave like rats. Look at some of the light industrial areas. - are they call brown sites?</p>
<p>As per previous comment. There is a shocking number of empty properties - notably on the estates which you have been determined to demolish at all costs. It looks as if you are still deliberately trying to run them down and force people to leave. Oh, and it may be too late but there may be a few decent properties left that you have not yet sold off to "developers" at give-away prices, only to see them soon rented out at outrageous rents. So please stop this.</p>
<p>Charge more for empty houses. Flats and rooms</p>
<p>Top priority is the supply of social rented homes, and think the strategy has to be delivered in conjunction with local residents. Past policies which made decisions without ballots, and were not codesigned with local residents, led to a lack of trust, This has to be built up again.</p>

<p>The existing supply of homes should be habitable and energy efficient – The properties that are void or vacant should be prepared with a turnaround as soon as they are empty to enable families on the Lambeth housing list to be occupy these properties as quickly as possible so fewer people are waiting in temporary accommodation. The longer families/people are left in temp accommodation the costs/finances(waste of income for the council) could have been used to enable families to occupy these properties. Prioritise existing homes and new homes that can be accessible and affordable to public service key workers and their families in the borough. Clarify or end the use of the term affordable rent rather than the 80 % of market rent. Covered by the definition, in the report it fails to define clearly what it means by affordable and its relationship to current council rents . It is not entirely clear in some of the paragraphs whether it is talking about council rent levels or something between 50% and 80% of market rent this would assist if this is, clarified. Look for a new term to describe“ affordable Housing linked to the incomes of people in the lowest earning quartile not the market prices .</p>
<p>I do not think this statement is quite right: the council should be specific about building council homes itself directly and should not be over reliant on other partners or simple build social housing for housing associations. Other Labour councils are doing this, so should Lambeth</p>
<p>using homes as tourist lets should be checked</p>
<p>Asas</p>
<p>If the council doesn't do so already, it may be helpful to introduce some policy flexibility over downsizing in addition to the proposed incentives. For example, we allow one extra bedroom for households downsizing to a smaller home to encourage greater mobility.</p>
<p>I think there needs to be a clear strategy of refurbishments and repairs rather than focussing on "renewals" as this will give residents the impression that Council estates will be demolished and rebuilt with a lower density of true Council Housing provision.</p>
<p>e strongly support the Lambeth's aim of building more affordable homes and regenerating existing housing stock. The strategy talks about how we need to make the best use of the properties that we have got. This includes reducing the time that homes are left empty, converting use from non-residential to residential, encouraging people to downsize from larger homes and tackling social housing fraud, making sure properties haven't been illegally sublet. Will offering affordable homes include offering secure tenancies? It will be useful to know what the council's policy is or intends to be around encouraging people to downsize and how they will be working with RPs to make that beneficial. There will be many of your residents who are under occupying homes, whilst they do have security of tenure and may desire to remain in their homes long term, some could be incentivised to downsize and free up a larger home to remove a family from the waiting list (and likely from Temporary Accommodation). Given current pressures on TA, the conversion of redundant office buildings to residential within parts of the borough can help alleviate the current trend. Social housing fraud is a challenge. Perhaps an estate focused approach (one per year) might be a way to look at it and properly understand who lives in which property. The strategy talks about improving existing homes – it will be useful for the council to focus on improving the general façade of the existing homes. Look to change allocation process to make sure that nomination processes are stricter as it will ensure properties are let quicker. What is the council looking to do with nominees who do not turn up for appointments when they have been shortlisted for properties? There needs to be a limit to the number of offer of properties to nominees. There is also the aspect of ensuring verification of applicants is done in a timely manner as it will help ensuring properties are allocated efficiently.</p>
<p>There are two many aspects to question four that it makes it hard to agree or disagree. To capture true sentiment you should consider separating out issues so people can provide you with accurate and properly representative feedback. This does not reflect well on the council as it undermines the legitimacy of engagement. I believe that there are many unused homes because they are in such poor condition that increasing density may not be</p>

<p>the answer vs bringing the current housing stock up to a reasonable state. It would be beneficial to provide more information so the layperson could contribute meaningfully. E.g. how many houses do we think we need? What is our current usable housing stock? How many homes are unoccupied and could be refurbished? I do agree with converting unused commercial space for more housing. I do not agree with increasing the density on estates.</p>
<p>There appears to be too much talk but not enough action. There are no details of what has been achieved to date.</p>
<p>The borough includes many private properties. The council is unlikely to get many new council rent homes in next 5 years. The strategy must look at the council's enabling/coercing role over the private sector to address the current crisis. There are enough empty/underoccupied homes in London to address the London's total housing waiting list NOW. The council should use its lobbying influence at London level and with new government next year.</p>
<p>The Council should not compromise on energy efficiency. To do so will incur extra costs later because of the need to retrofit the properties</p>
<p>Affordable is meaningless again you are not being honest. We have to make compromise's, means that the executive is not going to suffer just the people being done to are. If you are building affordable homes this means there won't be illegal subletting just an opportunity for landlords to buy them and increase rents. What is needed is more council housing and a proper strategy for climate change, which would include a plan for refurbishing and future proofing all housing stock. It feels like the council would rather service the needs of corporate partners than the homeless.</p>
<p>I live below a council flat and in between two others, in a Victorian property and my concern is that these properties are not fit for purpose for modern family living, nor are they maintained effectively by the council which exacerbates the issues related to this type of property as appropriate for vulnerable families and other members of our community. I think they would be better maintained in private ownership - So if the council wants more housing when they can't care for what they have I can't see how that will work.</p>
<p>Fill the dozens of empty homes on regeneration estates</p>
<p>priority homes ensure that any partners decided are selected using due process, and no conflicts of interest. That local residents/groups are not undermined by "individuals" & groups who are not living locally or who are #EmpireBuilding & acquiring assets & resources at the expense of local communities.</p>
<p>Ensuring that vacant homes are optimised. Use resources to purchase homes from the private sector. Better engagement on regeneration of estates - this has been poor</p>
<p>Question 4 is misleading and steers residents down a path of 'estate renewal' or densification. The stats and info presented in the draft strategy are not detailed enough to make an informed answer to a very broad question. Estate regeneration/renewal has already taken 11 years and delivered 41 council rent homes at a cost of £100s of millions mainly in setting up HfL, buybacks and legal costs. Estate demolitions should be taken out of the strategy until it is proved that refurbishment and upgrading of the property is not possible. This strategy only goes out to 2030 and it has been proved that estate regeneration takes much longer than that. We have an immediate housing crisis of affordability in Lambeth and need to address that problem. Q5 refurbish and retrofit urgently all empty homes and get them occupied. Give those in TA on regen estates a permanent tenancy.</p>
<p>I am concerned that this might reduce the availability of small business and light industrial sites</p>
<p>Use more of them for temporary accommodation</p>
<p>Not knocking down estates that are already in place without good reason</p>
<p>Make right to buy more accessible</p>

<p>Why are there no questions on how estate renewal should be funded and managed? The strategy document appears to propose handing over council land to private and housing association partners for this purpose. If I have understood the proposal correctly, it is one that I disagree with. We have lost enough council property to private ownership and to lose land as well could lead to problems in the future, limiting council options.</p>
<p>Close working with HA partners to make sure our tenants have accessed these options where appropriate</p>
<p>Responding to communications very poor in deleting services this has left a lot residents actively wishing that Labour is not in charge</p>
<p>All sounds fantastic, we just need to see it happen. Space is an easy compromise, there's no need for large rooms in homes. Pocket homes and pocket buildings on small sites the way to go. Increase the density, look to build upwards, where there's inefficient use of land look to start again in partnership with private developers. Compromising on energy efficiency is at complete odds with national strategies, energy efficient homes are much nicer to live in, higher rents but cheaper energy bills is the way to go</p>
<p>Converting use from non-residential to residential concerns me due to the impact it has on local community and building thriving neighbourhoods. I think you could consider the use of empty space, through guardianships, pop-up schemes and meanwhile use.</p>
<p>Making sure that the homes that are being lived in, are in fact occupied, not just owned and sitting empty</p>
<p>Ensure there are no empty properties, downsizing, properties not sublet, cutting down on tenancy fraud. There are many Lambeth residents in need of housing - the plan to supply more affordable homes will benefit the community.</p>
<p>Prioritise families with learning disabilities, children with disabilities. Children are growing up and they need the space. They cannot have this if there are not enough space in the home.</p>
<p>What do you call affordable? My rent is £213 p/w. If I saw this rent in a home available for bidding, I would never bid on it. But now I'm stuck :(</p>
<p>Too much to read for one question. Be more concise</p>
<p>Better systems for carrying out efficient and effective repairs so that the properties that Lambeth Council currently owns/is the freeholder, are properly looked after and made sustainable for the future</p>
<p>Manage use properly. The flat opposite me was renovated and then stood empty for two years.</p>
<p>Stop wasting money on schemes that are not called for by any residents. Focus on the basics. Take care of the properties that you have and build carefully and thoughtfully as and when you can. Setting ambitious targets during a time of lack is not wise. Set achievable targets.</p>
<p>It should be small development and should provide home to a multi-cultural and social economics renter including single.</p>
<p>bb</p>
<p>Keeping them fit to live in</p>
<p>You need better housing repair. Stop paying the contractor money upfront. Phone the tenants .to see if they are happy with the service they received. Before they get paid .This will save a lot of wasted time and money</p>
<p>There are so many homes that are not being habitable in the right way. Aswell as buildings like pubs that are just left to rot, building new homes is positive but to whom the company building them or the investor who buys them or Labour who also gets a huge financial profit. It beggars' belief that I was in hardship as a British citizen it was disgusting how I was treated years ago. Just no support from housing at all. You really need to look at the foundations , give people jobs /education and if they pass certain remits over s period of time and contributing to their lives and lives of others then house them in a new home that's safe. This is the bigger issue you already have housing developments is the</p>

<p>underworld of crime and the obvious choice of no other way to live life so act in manner that is anti social behaviour subtly that is right under your nose every day that plays a huge part on your mental health. What happened to feeling safe living in your current home. What happened to landlords charging fair rents, Lambeth need to look at the present day, it's not the solution to just build affordable housing, it's everything, how are people existing in the NOW! LTN's in London don't work get rid of them before building any new homes .</p>
<p>To allow people to 'downsize' or really more appropriately, 'rightsize' to free up family homes you need to build more new properties for older people and the vulnerable, homes that are aspirational and will encourage that onward move.</p>
<p>Considering how many people there are not just in lambeth but London wide who are of no fixed abode, and the amount of empty flats in need of a fix up, A borough wide fixup of empty properties and place people of no fixed abode in them.</p>
<p>Important to reduce the length of time that Council bureaucracy consumes in terms of actually delivering on these aims. My experience tells me that this has not changed over many years.....can only deliver if the system learns to be proactive not reactive and protective.</p>
<p>If people are in larger property which they no longer need, it would be good if they can swap. Talk to under occupiers to see if there are ways of encouraging more moves.</p>
<p>Look after the existing stock by maintaining it so it doesn't deteriorate. Properly assess the stock. Stop selling off land so that you then have to buy more.</p>
<p>Sublet point really important. People don't always have somewhere to downsize into.</p>
<p>other businesses in lambeth keep property empty that could be flats e.g. the arch company that bought the railway arches. could you persuade them to allow you to use it as their contribution to resolving a major social problem x get some good publicity from it?</p>
<p>I have seen a number of single parents whose children have moved out and alone they occupy a three bedroomed house. I wonder if just encouraging Downsizing is enough because people are normally reluctant to let go bigger accommodation for a smaller one. Won't it ideal to have a policy for Downsizing?</p>
<p>I think more bungalows should be built for older disabled people</p>
<p>You should put the needs & views of the community above all else your fawning love of the private sector & your appalling behaviour towards tenants & residents on estates you planned to 'regenerate' was shameful you resemble nothing like a Labour Council people deserve but that goes for The Labour Party all round. Social Housing & rent control is it but you argue for neither & instead fetishise the owners</p>
<p>Make sure that single men are given the same priority as others. They are very often left homeless.</p>
<p>I question how many years residents in Council Housing, live there at a reduced rate, that causes other residents more in Council Tax payments.</p>
<p>Refurbish + retrofit your well built existing social housing estates . Don't leave empty properties on these estates . Don't demolish the estates but retrofit them , making sure they are as close to Passivhaus standards as possible . New builds and demolishing cause excess carbon and are not good quality .</p>
<p>Retro-fitting is an economical way to ensure longer-term housing provision without having to invest in new buildings.</p>
<p>Sell them off</p>
<p>Break up the Hyde Housing Association monopoly and get smaller associations that care about their tenants, where the tenants and residents can be more involved and better informed ...and not viewed as just some numbers and figures that the leaders of Hyde with their banking and property development backgrounds play with.</p>
<p>Downsizing from a larger home to a smaller one should be a priority. A council home is not for life and people should give up their larger property for people who needs them. the same way they benefitted when they needed a large property to bring up their family</p>

<p>There are some excellent older-built flats that are quite able to be upgraded not sold off then placed for private residents. Dislodging long-standing residents to estates like Angel Town or Somerlayton. The priority should be to fix what you already resolving very overdue repairs etc. along with building homes needed.</p>
<p>Not kicking people out of homes and knocking down estates where residents are not happy with this approach. I am finding it difficult to answer question 4 because I don't believe in density...this creates other problems...and does not equate to high quality experience. You should be working with working with partners to bring forward more social housing and affordable housing both in mixed developments and housing only. You need to build trust with residents...you really have loss that in much of what you have done in squandering money on the Town Hall for example.</p>
<p>Fix the homes you already have get them to the original standards with the right tradesmen & the right materials. Spend the money investing on what you already have.</p>
<p>Ensuring they are kept in habitable condition so existing stock does not deteriorate. Have a god planned maintenance strategy on all council stock. This should also include the street properties you own as these are often excluded from planned maintenance programs, which tend to be geared towards the estates. Not all tenants in street properties have exercised our right to buy as many of us cannot, or would not, purchase social housing and this should be recognised.</p>
<p>Ending right to buy</p>
<p>Instead of constantly building 1,2&3 bed flats everywhere. What about the families who are in need of larger accommodation and who are overcrowded in their current homes like myself. I always hear Lambeth don't have any larger properties I.e. 4/5beds. Build some. Or at least let the elderly who are being left in big properties and they're on their own to swap for smaller homes that big families occupy.</p>
<p>You could and really should be making the most of buildings that are already standing by refurbishing and retro-fitting. You could also use some of the buildings to train a workforce that can help the situation by learning how to retrofit!! This not only would raise the standards of the buildings but would also benefit the job market.</p>
<p>Bringing back into use homes you have emptied and abandoned on estates that you want to demolish. Reverse your approach and find a different model that currently entails building homes for sale. In theory I'm sure it looks great on paper: increase density, all tnts get a new home etc. But in reality it destroys lives, communities, the environment and housing that can be restored not demolished.</p>
<p>I agree with the statements above. It's my experience that some council supported properties are illegally sublet, over-occupied, under-occupied, or occupied by people who don't ever try to support themselves. I think more inspections of council homes is necessary, in order to reduce these problems and get deserving families into homes. There seems to be lots of commercial space that is not in use and could be converted, rather than building lots more new housing.</p>
<p>Repair and maintain existing homes properly. Involve residents in plans. Don't wreck lovely estates such as Cressingham gardens which are a pleasure to live in. Make sure people have outside space to use such as gardens. Don't cram people together.</p>
<p>Is there an opportunity here to work with charities/ other organisations to provide housing first properties to people in complex situations living on the street. Southwark council ran a service. I am unaware of one in Lambeth (maybe there is one?) Also are there any more advanced bold legal precedents the council could explore in claiming commercial properties or unused buildings to use in a time where a housing crisis has turned into a housing emergency? The service I work in for people with acute mental health issues and have seen an utterly alarming rise in issues caused by evictions and rent increases</p>
<p>No</p>
<p>Last time I checked there were hundreds of council homes awaiting renovation. Fix them.</p>

Give social homes to local people whose family support and education are in Lambeth. Take people out of temporary unsuitable housing as a priority, put a cap on how long a family who don't complain, invent medical or other reasons to push in, have to wait.
We are paying a lot of money to rent a room and private decor is taking advantage of many people also this does not help with having a normal life and peaked mental health is deteriorating because of this issues. So the council is having to pay for universal credit because we are losing our jobs as we are too stressed that we don't have a normal life to come home and have peace and quiet we need to share and accept all other behaviours. There are many people having social housing and subletting them because of different reasons. There is need of proper checks as such visiting properties from time to time - checking who is living at that address. Posting on housing web that pe Apple need to be aware and inform the council if they are prone to all this frauds. Is a shame to see how many good hardworking people does not have the opportunity to afford a home and still go to work 24/7 - to make sure others are safe.
None
Prioritise existing residents renting from Lambeth Council, into newer homes. Particularly ones they are purpose built with no washing machines! Existing residents in this conditions should be prioritised well before those new to the area
If tenants are drug dealers and/ or perpetrate antisocial behaviour they will be forced to give up there tenancy. If you can't behaviour you should lose the right to social housing.
House people living on the streets
Ensuring the houses are being repaired in a timely manner so they are adequate for housing. Roofs cannot be left for years leaking as Lambeth has operated for years, this breads poor quality homes and unsafe environments.
We need community gates because we are in danger
Make them better for use. Make them work. Make them safe. Make them non biohazardous. There are properties available, they just aren't fit for use. Make these associations pay fines for not having people inside the homes. Make them look after the people that live in their homes. Too many properties owned by companies/associations like Peabody and half the homes are filled with sewage, mould or infestations. These could be addressed, made safe and clean which would also reduce the strain. YES we need more but lets get what we have already ...right.
The council should be committed to a maintenance schedule so that essentials such as windows, plumbing and upkeep of grounds are seen to. Instead of waiting for things to reach a state of disrepair to the extent they have to be replaced at an extreme cost.
Stop further sales of council owned land to private landlords/ investors and increase number of units that private landlords need to make available (in respect of new builds).
Ensure safe, accessible and access to outdoor space
timely repairs, improving e.g., damp; improving safety e.g. windows, considering needs of children
Better day to day supervision & management of estates.
Ensuring both new and refurbished/retrofit works are of good quality and expertly managed. To ensure residents are supported and established communities are protected.
There should be support house swapping for disabled households. It's very difficult to keep up with it, frightening worrying about things like moving with a disability in one day. Also young carers should have their own bedroom as an adult carer is granted. When the young person is 15 yrs. onwards, they should supported mentally and into housing better.
Collaborative approaches in action not words. Density is the "easy" answer and has shown not to work. More engagement with existing residents and action on empty homes needed.
You need to ensure that your properties are not being used by drug dealers as crack houses

I'm in danger of being homeless and there was no support from housing advice or temporary emergency housing. Surely this is wrong?
Buy back Council homes that were sold
Vigilance in making sure Lambeth council homes are rented by people living in Lambeth.
Focus funding on improving housing stock rather than on fraud. Fraud to be more of a focus once quality and quantity is closer to needed levels.
The succession rules are generous and get abused. It should be means tested and fraud tested. You shouldn't automatically inherit your parent's cheap lifetime rent in Zone 2, if you are already comfortably off, were renting your own home, and not a priority for housing.
Make sure you give people in different categories on Lambeth housing a chance, not all same one all the time. Especially when we have been on this for years.
Concentrating on high quality maintenance so things don't fall into disrepair and get damaged due to neglect to the extent that it then costs more money to replace needs to happen
Council Homes should not be left to fall into disrepair. I have visited some properties with my daughter that were in the state of a squat. Gutter full of soil and weed, plastering on top of mould. It doesn't make sense and it is appalling.
Looking at the revenues of people living in council homes as council tenants and introduce a scale-up for rents based their revenues - if £57,00k is what is needed, lets say any dwelling where the revenues are above £70k should pay more in rent, inviting them to search for private accommodation instead
Can stop people building property portfolios out of the right to buy scheme. Rather than encouraging people to down size, it should council policy that people must downsize if they are single people living in houses with gardens.
The length of time people wait. I've been waiting for a long time. Joseph foon
hire the right people
- tackling short-term lets (e.g. Airbnb) - more investment in repairs and maintenance
I think the maintenance of the homes themselves and the area around them is also important to make them nice to live in and efficient
Not ripping out flooring when one tenant moves out and another moves in. Saves in costs and allows a new tenant to decide if they wish to change or keep the flooring. This would improve the times between one tenant leaving and another moving in. Also ensuring that the council applies their regulations when dealing with tenants who persistently break their tenancy agreement, by being a nuisance or causing damage to neighbouring properties by negligence.
Your contractors removed my wooden laminated floors illegally and told me they removed them for rewiring. The other contractors said they carried out the works for the rewiring and my laminated floors were intact and did not need removing. The contractors apologised and said he will put them back he knew where my floors are. Then the insurance team now claimed that that Lambeth Repairs team claimed that my floors which were not affected! They also claimed that there are new floors in the property but I don't like them. There is and was only concrete and cement floors in the front of the house which did not have fire damage! They admitted to removing my floors! Please stop undermining and disrespecting my family card I Please replace or return my floors. The council claim left my floors damage in the lounge, after removing the wooden beams and laminated floors! The HMO and a surveyor came to inspect the cement and concrete floors and told me to put in for a claim! But my claim was not upheld! I am very disappointed in the council because of their treatment toward my family and I. Please make this right, as the truth will bring closure . Thank you with God's merciful blessings throughout.
I fully support any energy efficiency efforts

Lambeth is already very densely populated. If there isn't enough social housing here, then people can look to other places where more space is available. Better to make what already exists nicer.
density only works if there is infrastructure
I'm a Lambeth tenant. I'm here since 2004. It's been difficult this past 2 years. My flat is completely disgusting with rats and ants. I have try so many ways to get read of it. My children's they complain a lot of must food goes to rubbish because of this problem.
Improve SIGNIFICANTLY the quality of current maintenance and upgrading of housing stock. Today, money is wasted on substandard, worse- than-poor contractors resulting in despicable workmanship which does nothing to improve the standard or availability of affordable council housing. Get what we have right first so all of it is liveable.
Replace or completely overhaul the current system of housing management. It's atrocious! Stop wasting money on expensive contracts for service procurement (cleaning, concierge, etc). Make sure that when repair jobs are attended to, a long-term fix is made, not just a patch job. Retrofit existing housing stock rather than demolish and rebuild. Don't release the carbon that is locked into existing buildings by knocking them down to replace them. High density does not make people happy. Mandate that private builders MUST build social houses too.
End shared ownership and leasehold. Focus on commonhold.
Refurbishing homes that have been empty for years and making them available
100% Council control of the house building.
Private property developers building in LAMBETH should be penalised if they do not deliver the amount of affordable housing that they signed up to when seeking planning permission. The quality of housing they provide should be strictly monitored.
Stop the selling off of council houses/flats and if new social housing is built they must have an agreement that they cannot be bought by renters
A lot people in lambeth overcrowded home . Is not enough housing
Not wasting millions on people who can't be bothered to work. Why spend inner London prices for people who don't work. Set up social housing schemes in cheaper areas, and free up actual housing for people that want to work. Focus on maintaining what we already have rather than letting it get into such a state of disrepair.
Making sure you do not denature the neighbourhood in constructing new developments. Making sure the influx of new housing is supported by an increase in services (GP, pharmacy, schools, shops); ensure there is still plenty of green space and all these new houses are ecological, using the latest energy saving solutions.
Agree with overall approach, but don't agree with increasing density on council land. Too many households already living too closely packed together. This ultimately significantly reduces quality of life for everyone e.g. noise nuisance , antisocial behaviour, and increases pressure on infrastructure e.g. parking, schools, amenities etc., etc.
Need to ensure the proportion of family over single person homes is right balance. They are easy to develop as cheaper, but it is larger family homes that are in most demand > reducing overcrowding for families improves the life chances of children and eases pressures on families could help with reducing youth violence if children feel able to stay at home . Check existing stock profile likely more single person housing than larger family housing .
Keep anti-social behaviour to a minimum.
Increase council rents to something more in line with private rents. Ensure people pay their rent. Operate more efficiently
House low/mid income 'working' people, not just people on benefits to create a more stable, balanced community. Sadly large numbers of unemployed people living together do not socially contribute to an area/estate. Sell off properties that are too expensive to maintain, older Georgian/Victorian housing stock, the council cannot afford to maintain these properties and revenue from sale do these would be better used elsewhere.

Trying to Keep the Rent's Amounts Affordable
Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.
It is important to look at property's room sizes, when building. Also, availability to fresh air with gardens. No one feels well inside small boxes of concrete, in tall buildings with lifts not working and the fear of being targeted by criminals, drug and alcohol addicts, etc.
Actually care for the upkeep of your houses before building new ones. I pay nearly £1600 a year service charge for no communal services, I've had one leak that took 7 months to fix and one leak that took a year to fix and I've had to live in a state. The windows of properties in every street are a sight and need to be repaired and maintained. New tenants should absolutely come below existing tenants. I've honestly never known anything like it. The stress of having to call and spend an hour a day every day for months and months to get someone to do something is an absolute joke
Lambeth Council needs to research and exact a systematic energy efficient mass scale retrofit of council housing, in line with global climate emergency imperatives. 'Regeneration' is a false strategy in which local residents are bought out of their homes, then costed out of replacement tenancies. The only winners are the big property developers who work in association with the council. 'Regeneration' is an outdated strategy, which has brought multiple councils across the country to financial collapse. It is not sustainable on any level - environmentally and financially.
Maintain the current estates instead of letting them get rundown and mould ridden and requiring redevelopment. Reduce crime through youth programmes and community initiatives around existing estates
Unclear what "encouraging" people to downsize means, presumably the system already prescribes a maximum space entitlement for social housing tenants?
More affordable homes for single tenants over 50,s. It is so unfair that over 50,s is overlooked.
Maintaining the current housing stock to a reasonable standard. Evicting immediately anyone breaking the law in the property (such as taking illegal drugs, drug dealing, growing illegal drugs)
I have seen many of the 2- and 3-bedroom homes where I live being occupied by elderly people who can't even use the whole house a scheme to help these people into more suitable homes would then free up those larger homes for families
I've been on the choice-based setting for 19 years in the beginning when I had children of different semester I was told when they reach a certain ages that I'll be moving In which in that wasn't the case. I feel as though I've been cheated and lied to regarding my moving circumstances. I'm still in the same situation it's just that my eldest has left home. I use to be in band B2 now I'm in C2.im very disappointed in lambeth council.
Good service
Fixing those that have already been built instead of selling them off to developers to build private homes on the social housing stock land. That's bonkers.
I think you should take a strong and firmer approach with regards to "Encouraging people to downsize".
Stop making it so difficult for private landlords to afford to provide good quality housing. Why have you brought in HMO licensing even for 3-bed properties? not only does the licensing process add cost to apply/secure approval, plus the work involved, properties that are listed as HMOs are also more expensive to mortgage/remortgage. I bet the council didn't even know that, or factor that in? Landlords are leaving Lambeth in droves. You may think that is good news for housing prices etc - but it isn't. As rental properties maximise occupation (i.e. a 3-bed will be rented out to 3 people) whereas owner-occupied properties are generally under-occupied (i.e.. people want a spare rom for guests, a room

for a home office etc). So every rental property that is sold just INCREASES the total demand for housing in Lambeth - as a 3-bed that previously housed 3 people as a rental property will now only house one couple when owner-occupied.
Need to focus more on the homes that are left empty. We have a 3-bedroom property in our close that has been left empty since June 2023! This is not the first! Need to make the existing homes more fit for purpose- focus more on tackling repairs on time and efficiently. Deal with issues like leaking roof, mould etc rather than wait to the issue gets worse. make the homes more energy efficient and stop using cheap materials. Our home is lovely and warm in the summer, in the winter it's cold, despite the Council insulating the roof. Do more regular checks on the properties you have.
You should compromise with the private sector. Perhaps go together with some private developers to build both private and council homes. Some housing areas in Lambeth are only a jungle of bricks and mortar, ex Elephant and Castle style. Please create bright, green areas, rather than bringing in more anti-environmental and anti-social behaviour. Lambeth Council should also include in their housing planning laundry areas where people can have the opportunity to dry their clothes, paying facilities of course, instead of drying clothes indoors and creating mold in their homes. The Council will then need to pick up the bill for the way people choose to live in. These schemes already exist in social housing in other countries such as Germany, Sweden. Why can't these simple facilities not be included in social housing in the UK? . We need both the private and the council housing sector to work together. New developers bring more style, class, businesses and generate work for local people in any given area. Also repairing old council homes is not a great solution in the long run. I've seen the ugly repairs done in Lambeth Walk in the pedestrian area. One side is newish the other side is a third world class standard. The houses itself look like the American prison-built style. Dark, box matches buildings where the local businesses probably do not adhere to the cleaning code specifications. The Council should enforce business to be more presentable clean, and offering green areas outside their business such as pots of plants around their entrance. We are all trying to live in a pro green environment, and this includes having more green spaces or creating green areas even if this means in the form of a tree, plant in a pot.
Nothing for now.
Making sure they are liveable to begin and making sure they are filled as soon as possible. I agree that you should check more on Council flat to make sure it's the right person living there
Density is obviously needed, but a vision of how dense ITT can be made liveable and on a human scale needs to be expanded on
Providing lifts and intercom for disabled and elderly residents
Make the old type houses split into flats better. Insulation! Better-quality double-glazing windows. Damp proof walls. 😞
Be much better at quality upkeep and repairs
Getting people involved in obtaining new accommodation on incentive basis. For example if a person is jobless or in very low income, with support of he/she starts job or goes to high income, there will be priority for such individuals in waiting lists. The new developers should get binding contract with the council to provide jobs and skills while developing new homes to local applicants for the accommodation. In this way people will get involved in jobs, leaning new skills and also it will give them priority as per contract with they are participating in building new homes.
Making sure that people like me have a less time waiting whist bidding
Good to increase the number of social housing. But how? Lambeth should be sorting out the existing social housing before increasing it. Currently the council is not capable of managing the existing social housing
More efficient builders and contractors.

Tackling housing fraud within Lambeth's own housing team to ensure properties are actually allocated to residents in need and not just staff (incl friends and family). Managing the mutual exchange process better. A team or dept to lead in this would make the process much easier and ensure families are adequately housed. Alternatively, housing officers should truly have to manage this process if it already forms part of their job description.
Check REGULARLY to make sure whoever is living there is the tenant or that there is someone living there.
Strongly disagree with higher density housing, gardens and open space is very important for well being. Overcrowding feels unsafe.
. Spare rooms are now taken up by grown grandchildren who cannot afford private rents. They will never get on the housing list. Do you offer Guardianship of empty buildings for young people
Developing brown sites, converting obsolete buildings to residences and improving existing estates makes sense. Otherwise, I disagree with increasing density of occupation within existing council buildings and development of green field sites. Is the population in Lambeth increasing or decreasing. If it is increasing, why? If it is decreasing why? What are the optimum levels of population density and facilities for a healthy thriving community?
Lambeth will do what Lambeth does best so I don't think they will house people
Fix the disrepair
Give disabled home to disabled people, making sure it's not given to people who don't need them, the council should know who needs these properties
You could do a lot of things, but are you really want to do it or everything sounds very good and the paper because how the people saying comments paper can take over everything
Actually doing it and not virtue signalling by supplying developers all the land and building opportunities with minimal social housing quotas
Need to develop better housing officers and look into residents who illegally sublet and make profit. When I got my home the lady after me was talking to an housing officer because they were both Nigerian and she was letting slip herself and daughter went around boroughs getting on the housing register to get properties and they let them out. Antisocial behaviour from residents and such need to be forced and tackled. Also the state in which residents let their home get into encouraging pests and health risks , vulnerable people in most cases struggle in properties. More sheltered unit should be established with proper unit supports who inspect and check on residents welfare
Speedier investigation of nuisance neighbours.
Making sure all homes are being offered. And offered to the right people.
Support the tenants who already pay rent for there homes
You should tackle lack of maintenance, properties riddled with mildew, leaking roofs and general degradation, not to mention inability to ensure contractors fulfil their contracts and don't overcharge.
Making housing staff come out and visit the accommodations the council have to check the occupancy and the state of those properties and speed up repairs and transfers
Encourage tenants to respect their homes and surrounding areas so everyone benefits from living in nice areas. Help vulnerable tenants who cannot afford works on their properties like decorating.
When moving tenants to new council rented properties, some account should be taken to the type of tenants who already live nearby, especially in multi tenancy properties.
Higher density not good.
Yes better management is required, As for downsizing more assistance should be provided to those doing so as this will assist you in managing properties and providing correct and appropriate properties as required. Increasing density I think is not a good

<p>thing as it means less space within, without and will contribute to social stress. But huge rent rises goes against this whole scheme as afflicting those on communal boilers.</p>
<p>By actually getting the jobs done and not leaving family in unsafe homes with mice and parasites there is a lot Lambeth needs to fix</p>
<p>I agree but don't knock down good homes in the name of densification. You have some really amazing architecture in Lambeth - some of which is being destroyed to estate regeneration (Cressingham Gardens for example or Knights Hill estate). Retrofit should also be the first choice with infill or selective demolition. There are some truly awful blocks that should be gotten rid of yet some really good ones are going. This makes no sense</p>
<p>Worry more about councillors working for private sector developers and less about rare instances of tenants subletting</p>
<p>Please stop building luxury apartments. We have too many! Too many properties are also damp/mouldy which also needs to be addressed as a priority</p>
<p>Many councils around the UK are now offering ECH "Extra Care Housing" for eligible vulnerable/elderly people who wish to remain living independently, but with extra care and support - Lambeth should include the same.</p>
<p>Lambeth needs to put it right the existent housing stock of more than 33,000 homes. Needs to rethink its managing stature as they are far too many issues to be solved. Quality of work, maintenance costs, refurbishments disasters...I would not trust Lambeth to deliver new built looking its track record.</p>
<p>Repairing wide gaps in the wall in the house and repairing the radiators</p>
<p>repairing</p>
<p>Improve the housing that you already have and bring them completely up to date for sustainability, IE; renewing windows and doors to increase security and prevent heat loss in the winter months. make the existing heating systems more sustainable and fit more solar panels to buildings.</p>
<p>Making the best use of properties owned by Lambeth. Tackling fraud aimed at those who commit this would be great, not by a disgruntled whistle blower with no merit behind their actions - innocent until/or if found guilty. Save tax money in wild investigations.</p>
<p>Pay attention to overcrowded homes. It is a big problem rather impossible to get this issue resolved. Children need space to grow.</p>
<p>Affordable social housing should be a secondary priority after making the current stock habitable for humans who are currently let down by Lambeth</p>
<p>As ex council home/flat owner I am worried my building will be broken down to produce more efficient housing and use the extensive gardens for further building. I wonder if I will be able to afford anything in my neighbourhood which me and my neighbours love. I would be devastated having to leave my home and area for council renewing/regeneration. Could arrangements be made that new flats are being made available in the new developments with the same qualities of my existing flat (balcony/size/view/etc.) for existing owners without incurring extra cost? I've put a lot of money and effort in my ex-council flat and wouldn't want that to go and waste.</p>
<p>Manage contractors better so they don't fleece the council. A lot of evidence of contractors being over paid, particularly on major works, for work not done, work charged for twice etc. Maintain current properties. Set up effective structures to monitor housing delivery with genuine engaged of residents of all tenures. Don't lose green space on estates by infill building. Keep to climate crisis commitments, retrofit don't demolish.</p>
<p>its complicated. Some of the housing would have been good family homes had it been repaired in a professional and timely manner.</p>
<p>Look after homes you have</p>
<p>Build more affordable and genuine council owned houses/properties that are for local ordinary residents and not just for the rich/ working class people.</p>
<p>We need more rented council homes, not more expensive homes, which they say are affordable and are not.</p>

If your intending to build social housing I'm ok with that BUT if your only interested in building new homes to sell then I'm not interested
When you build new "affordable" homes, most are sold off to private buyers. Example: King's Avenue on the route to Clapham, most are not social housing
Be more aware of some of the tenets as I notice so many people say they have medical conditions and they don't, there just scams so they can claim, and people like me who do work get less help because of these scammers you need to look into this ,also buildings that are old and need big maintenance for mould and damp and door repairs and also incom which where I live never works ,what bad is we pay for that in our rent, I understand that your jobs are not easy.
Don't forget drying facilities for people's clothes and providing adequate storage.
Look at service charges that have raised 200% April 2023, that have made our housing unaffordable, many tenants find themselves having to choose between paying these extra charges and eating many tenants are oap or disabled .
Stop selling land to private companies and invest in building on Lambeth that is solely for social housing - not "affordable home", because they never are.
Building yet more social housing in Lambeth will further degrade the area, particularly if not done in parallel with improved services (transport, health, etc). I think the focus must be on improving the current housing stock and the maintenance of current estate (we are freeholder in a council estate and maintenance is lacking)
Tackling antisocial behaviour vigorously is very important
Ensure that people are not living in house with black mold etc if they are fix the issues permanently or rehouse the tenants.
Making more home for Disability, family and children.. Trying stop trying to get disability people out of London. Make more safer environment for them.
That is a question on its own and a miserable NO! Because lambeth has built a tendency of disastrous failures, never locating the progress and how autistic, mental health , medical underlying, ADHD people don't have a priority on register nor a professional housing officer ,whom specialises in housing assessment
Buying back leasehold properties. You are a terrible freeholder and should try harder to get out of the leasehold business. I live in a building with leaseholders and council tenants. The building is not well constructed but it is on a very large plot of land that could accommodate a much larger building and more units. Instead of trying to purchase back leasehold flats (two were up for sale), you did a major renovation costing leaseholders almost £30,000 each. The result has been a new roof that leaks and the building has constant problems. This building needed to be demolished and a new building put in its place that could accommodate more units. I have seen no evidence that the council knows how to manage the properties they own effectively. There is a fundamental lack of expertise and competence among Housing staff. I fail to see how you can make the best use of properties with the staff you currently have. You do not engage with residents in an effective manner to identify any of the above. You don't listen to residents, and you have no idea what is going on in most of your properties. These are lofty goals, but you do not have enough staff that are appropriately trained or equipped to make these decisions. I cannot emphasize enough the level of incompetence that exists in the Housing Services area (repairs, maintenance and daily services). They cannot and in many cases, will not address the most basic questions about a building.
Your could carry out the recommendations of the Kerslake review for a start. Plenty to learn from the mistakes made, before jumping heading into new 'visions.'
We have to build for the future - energy efficiency is non negotiable. I live on a council estate which currently has several (already refurbished) homes that have been empty for months, even years in some cases. I have pointed this out on many an occasion (since well before COVID) but it hasn't changed. Clear up your act!
Dispose of your individual/free standing leasehold properties. You do not have the resources or capability to mange them effectively

You fail to mention mental health in the above. Where do people (notably the ones at highest risk with bipolar or schizophrenia) fit in in their treatment here?
Make sure the homes you have are not falling apart while you're waiting to build new homes
Too many empty buildings in Lambeth... DO MORE
Encouraging downsizing and updating the home swap sites
How can Lambeth council say they're building new affordable homes for their tenants, when upon research I have found that these new homes, for instance a 14 new build completed apartments will be available to purchase outright (bearing in mind that huge percentage can not afford to purchase outright) and through shared ownership (which again a huge percentage do not even meet the criteria to share ownership), with eight homes for outright sale, four for shared ownership and ONLY two for social rent. Only two for social rent..
Maintaining properties. Use money spent on Ltn's to do this. Complete overhaul of contractors who are not doing their jobs, fobbing tenants off with excuses .need to employ people who answer phones can actually help tenants and not just log calls and then it gets lost in Lambeth's so called system. Employ people that have listening and communication skills. Care for your tenant's wellness
For those on income related benefits that rents are paid direct to the landlords, quarterly random checks for residency. People move or die and councils are often not aware of this.

Priority Two – Delivering excellent housing and repair services

From your perspective, what can the council do to help make this happen?

The current repair request system doesn't allow for follow on work, this means that every repair that needs escalation requires at least two visits.
Genuine empowerment of tenants. Tenant housing committees with rotating membership and quotas for age, gender, cultural background etc to allow the largest number of council housing tenants to have a say in how and when repairs happen on their estates.
genuinely listen to residents and be responsive to their needs
Make reporting problems straightforward for all residents (as a leaseholder it is incredibly complex just to report a communal light being out of operation. Have good caretakers who regularly patrol their area (including after dark) and note problems so that they are tackled early. Ensure lines of responsibility are clear and effective - too often we have 'nice people' getting to know our community who are not able to make anything actually happen higher up the chain of command, so trust breaks down. On my estate hardly any residents attend meetings anymore as they are fed up of broken promises.
Actually act on the things you say you will. I'm still waiting on someone to get back to me about compensation from an issue 10 months ago. Even raised with senior officers and still nothing - if you wish tenants to be respectful then actually listen to them. We are the ones who live in these cold, damn, mouldy, old, expensive to rent and heat homes.
Council should make sure whether the person who applies for a council flat is genuine. I see a lot of woman pretending to be single mums who were dumped by a partner because they want a council flat. Same with benefits, they live together but pretend to be a single mum.
Hire competent team to look after existing homes and make sure they meet modern building regulations for control of mould and keeping people warm without huge heating bills. Insulate homes, replace windows , install heat pumps and solar panels. do not unfairly charge leaseholders for improvements.

Actually just do it, have enough staff to manage your properties and just fix stuff when it's broken, without delays or faffing about.
Affordability from the Council perspective should impact the response time
listen to your tenants and residents instead of yourselves
Communication! Answer phones & let residents be informed on what's going on, i.e. with their housing status and actually be a little empathetic.
Yes make a better approach and get the job done well. Get professional work man to do the work properly and put the residents at heart and take our complaint seriously. E.g. damp and mould and cold house mouse and list goes .council should come around and talk to their residents . And find out the problem and have a look on the property and don't just make talk on go back to the office and then they do not do anything about the problem
Ensure that the end-to-end process does not break down. Invest in a good, well monitored system. This would ensure that tenants and leaseholders cannot be left hanging in the system without resolution to the maintenance issues they report. I would also urge regular estate 'walk arounds' by officials and surveyors to identify problems. For example, if the underside of every recessed balcony in a block looks damp, that's an indication of a block-wide problem that needs investigating.
repair and investment in existing council blocks
Have an in-house labour force and respond to repairs and infestations promptly. Get it right first time.
Can't think but I know some people are living in bad housing and all repairs should be addressed
Allow residents needing house urgently to repair an empty accommodate to Lambeth standard. For new houses allow people to make reasonable advance rent payments for the type of housing under construction.
Improve communal areas and landscaping
Remember that everything you spend is paid for by other council residents, not least those living as private owners of flats in council-run blocks
Actually fix stuff. There are beautiful, listed buildings that are council properties where i live. They are falling down and in a terrible state of repair. It is not hard to fix.
The council have commissioned a stock condition survey by Savills, this should be made public, and residents should be supported to ensure there is accountability to implement its recommendations.
Council needs to have significantly better avenues for communication and engagement. This might mean to base housing colleagues including coordinators facilitating repairs in the community.
Yes Lambeth needs to be more compassionate in its approach to tenants. Stop blaming tenants' lifestyles when many live in old buildings where damp and mould are an issue due to the design and structure of said buildings.
I think repairing things before it's too late for everyone is a good idea because the sooner the better for health reasons for the residents and financially for the local authority.
Staff need to be trained to be more compassionate and more efficient. There are too many people in roles at the council that are collecting pay but don't do their job. For example, my housing officer is paid to signpost. They don't do their job properly and have never attended the property to show support and provide guidance.
Lived experience is a 'buzz phrase' that's unhelpful. Simple customer service that responds to outcome not input is not measurable and deliverable. I would suggest offering the service privately as well as to council tenants to provide a market benchmark to delivery and accountability that can be shared with the team.
Strongly Agree
Stop lying. Stop committing fraud with your staff and contractors. Provide repairs to top quality to top started not botched jobs by preferred useless suppliers

<p>Making it clear how residents can report issues, and make suggestions for better upkeep/how green space is used/local facilities/bins etc that actually get listened to and responded to by the council.</p>
<p>Train compassion! Imho it's possible. Use online task management tools to make works programs efficient.</p>
<p>N/a</p>
<p>My perspective is that it would be great. That the council took action on the matter.</p>
<p>Make this more affordable by ensuring competitive quotation process for these services is undertaken. It seems a bit of a racket as when residents challenge these prices across London Boroughs more affordable quotes are found and agreed</p>
<p>Use study materials provide good efficient work force Pay workers. Have pride in delivery not just back handers and sign this off quick approach like with the PPL giving mates jobs its not a very social friendly policy. The council houses are probably better made than the new buildings which i cant force lasting as long as the older builds from the 50s and 60s and 70s. Invest in upcycling these with good materials replace old systems that need upgrade with new that are truly sustainable. for example we now know that the only electric system is not sustainable and also do not respect human right like the cobalt mines in DRC that supply batteries for phones tech is not the be all and end all . We don't want this dirty materials that come from slavery labour and human rights abuses polluting lives. Tax the rich and corporations make them accountable. Allow people the respect to have a space for haven</p>
<p>Have a charter in place which overrides any council employee or executive when a dispute is clear & unresolved after a set period of a maximum time period of six months. Once this time has been reached, the tenant/leaseholder etc should be financially compensated to a tune of no less than the open market rent, utility costs as well as other costs such as Council Tax based on property type & number of bedrooms etc. To be backdated to the start of the claim of said repairs. Then, an ongoing amount monthly until works are completed. Naturally, other consequential costs should also be taken into account such as loss of freedoms , use/enjoyment of & missed investment opportunities due to the outstanding issues.</p>
<p>All ow residents to choose who they have repair their homes. Lambeth either hire friends they have suspicious agreements with or that are cheap, offering poor service, often it's both. From reporting, to fixing repairs and compensation afterwards, Lambeth leaks money in mismanagement and a hostile attitude towards residents. Repairs take years to fix, and homes need property maintenance.</p>
<p>Well we said all this at the last Repairs and Maintenance procurement and you did not listen. Make appointments in liaison with the resident; inspect more than 1 in 10 or whatever the stat is; make contractors truly accountable; turn in decent work; arrange appointments at times that take into account that people work and may not be sitting at home with nothing to do but wait for an engineer. Appointments outside the 9-5 times. Triage the repair properly and reorganise the Call Centre so that it is not run by bored students.</p>
<p>This again is obvious. Whatever your strategy says, the basics need fixing asap. The current phonenumber is slow or (often) impossible to get through to. It seems you now demand a smartphone photo, which many people can't do. Some housing staff are good, some are appalling - people will tell you which is which if you listen. Repairs are often done late, badly or not at all. Too many bodge jobs without sorting the root problem, e.g. roofs at Cressingham Gardens. Don't, as you have in the past, divert repairs funding elsewhere, e.g. to the New Town Hall vanity project.</p>
<p>I was previously an Asst Director of Housing in Lambeth, and would resurrect two monthly meetings of local areas to discuss housing and repairs issues and create accountability and joint decision making, with some participatory budget decision making.</p>
<p>Norwood Forum welcomes the council looking to improve the way housing and repairs are handled and do things right. The Forum feels that the council should listen to the</p>

residents lived experiences on when repairs are carried out. Making sure repairs that can have an impact on residents health and wellbeing. e.g. mould in properties , quick responses when heating systems fail are dealt with urgently

We'd recommend adopting a co-creation model to enable staff and residents to work collaboratively to shape the council's housing and repair services. We've used the model at Southern Housing across a variety of applications including improving our approach to complaints handling and developing our Building Safety Resident Engagement Strategy. A recent feature in Inside Housing explains our approach.

<https://www.insidehousing.co.uk/insight/southern-housings-seven-principles-for-successful-co-creation-in-housing-83535>. If you'd like to find out more, we'd be happy to share how we've developed and refined our approach. On repairs specifically, we endorse the council's pledge to investigate the feasibility of delivering repairs services in-house. We're using the greater stock density resulting from our recent merger to bring more repairs and estates services in-house, which we anticipate will reduce cost and improve resident satisfaction. Our intention is to insource all repairs within five years from legal completion (apart from specialist services).

A laser like focus on tackling residents complaints about repairs and ensuring every single complaint is dealt with to a full resolution that is satisfactory to the resident.

At Hyde around 97% of our homes are maintained by an inhouse property maintenance team, we do use specialist contractors where necessary. We find that having a single well-trained workforce really helps with the appropriate technology. We have taken a customer focused approach. We use an App to route and schedule jobs to our property maintenance teams, this then has an interface with the customer's "MyAccount" so they can see jobs scheduled and get updates when the service person is due to visit. We have also recently consolidated our customer and property teams to a single operations directorate and enables customer service staff with the right tools and technology to respond to customer queries quickly.

Retrofit existing housing stock to ensure all units are of a high quality, long lasting standard.

Take notice of problems tenants have getting repairs completed.

Extensive staff development programme Get back to residents when they call or if something goes wrong with the repair!! New comms programme using video clips

The Council is currently appalling at basic repair and maintenance. It has to get the basics right and currently is woeful. More time spent doing that and less time on grandiose strategies would be a good start. You don't need a strategy to get the basics of good repair and maintenance right.

Work in a more mutual relationship with residents rather than the patriarchal way they do now. I feel that the current administration lacks imagination and creative thinking in this regard.

Have consideration for older people, or anyone, who have difficulty with technology. Make it easier for people to access services without having to go online. Stop harassing and stressing people on low incomes with council tax increases.

I am not sure what you mean by 'residents' - is it everyone in Lambeth? Living around poorly maintained social housing is very depressing and ultimately bad for everyone involved. The council needs a more responsive and proactive approach to repairs and maintenance. At the moment you report graffiti and nothing happens. It's suggests the council doesn't care if people live in a run down, ugly and dirty environment. I am not sure what people are told when they are provided with social housing in terms of how they can take care of their property and surroundings but also the council needs to demonstrate they care and will take action re: repairs, ongoing maintenance and environmental issues so that communities are motivated to do their bit.

Admit that it does not have the capability to deliver and appoint an external agency to tackle the problem

Provide a user-friendly interface in which residents can easily report disrepair. Ensure that contractors behave respectfully & are au fait with Equalities Act 2
Provide a user-friendly interface in which residents can easily report disrepair. Ensure that contractors behave respectfully
Bring services in-house to make them more accountable and remove the profit motive. Train the staff to ensure they are able to empathise with and support residents. There are reports of rudeness, dispassion and unequal treatment of residents - even those with protected characteristics under law.
Make our repairs service more effective by stronger management of the Council's sub-contractors
Taking repairs to properties seriously . Get decent repair contractors, not just the cheapest bidders. Having contractors who will not do a shoddy job so that repairs do not last. Cutting corners and doing the absolute minimum causes more damage and more money spent in the long run
Making sure company doing repairs turn up when they're meant to
Have a good understanding of people who rent their homes
I feel the housing department should empower its officers to deliver and work more closely with residents. Get rid of the top-down, blame culture. Ultimately, bring more repair services in-house. I absolutely agree with a compassionate approach.
in line with our vision to provide ' homes to be proud of, services you can trust' we believe ensuring that customers are consulted on services that impact them where possible.
Employ competent staff and work with other departments that information is collected and ensuring that repairs are dealt with quickly
Allow the resident to agree when a repair case is 'shut', if the resident doesn't agree, then is stays open
Ensure there is a much human-to-human contact as possible, and minimise waiting time. People just want to be heard, and feel they're being respected, by another human being.
It feels like Lambeth already gives a great service e.g. new baths and kitchens, etc. If it can be excellent, that's even better.
There are different contractors coming to check the property, they will say that I should have received a letter, but I had not received notifications. The building manager needs to protect the residents, knowing who the contractors are, and who is coming to visit the properties. Anyone can claim they are from Lambeth or housing association, but they may not be. We need protection and we need to know who these contractors/ repair companies are.
Actually do this. Don't leave tenants for hours/days/weeks/ living with leaks - mice etc. Tenants responsibilities can they do the repair? You are the landlord not the tenant.
Allow leaseholders to use the repairs services. It is extremely difficult to find tradesmen. Leaseholders also have disabilities, get elderly and need assistance.
Don't contract work out but have a dedicated team that is passionate about making a difference to residents
improve the repairs service which currently is badly managed and allows shoddy work to be done by contractors - if anything is done at all!
1. The matter of describing a proposed (or completed) repair merely by means of a list of codes from the Schedule of Rates is inadequate. There needs to be a written prose description of the repair detailing where the listed materials will be used, with if necessary, a drawn simple plan. This is particularly important in relation to roofs. 2. The council needs an in-house drone surveying unit. This is because roofing contractor supplied drone footage has been shown to be of poor quality and little value. Erecting scaffolding for a survey could often be avoided if the much cheaper option of a drone survey could suffice. While this might not suffice for all surveys it could considerably reduce survey costs overall. 3. the council needs to verify the work of the contractors or have someone in the house repair confirming all was ok.

<p>Extend the great work Lambeth has done around Barrington Road to the rest of the Loughborough Estate by: Solving the damp, humidity & mould issues in the properties. Greatly improving the repair and preservation of your properties. Clamping down on shoddy work by your contractors (of which there is a great deal). Deep cleaning and restoring the common areas in the properties. Clearing up litter and junk which lies for weeks around and behind the residential blocks and on open ground. Planting a lot more trees in front and between the blocks. Improving the appearance of your estates by dealing with all the peeling paintwork (it is decades since the woodwork on our block was painted), removing the forests of old satellite dishes, tidying up the new data cabling (which is unbelievably bad). Renewing the pavements and roads. And most of all.... Making it look as though Lambeth cares about its residents.</p>
<p>As this is something you have never done. Perhaps learn from organisations that do this. If your contractors are not working to a standard then do not renew contract, get compensation or refund or something as the remedial work falls back on Lambeth or if a leasehold property attend to required work without delay or overcharge. Leaseholders face the same financial pressures as anyone else, being threatened by a local authority is not showing compassion or understanding.</p>
<p>Tenants need to be explained how to clean on weekly basis and what to do to minimise maintenance issues. To be taught to be responsible on taking care of small maintenance themselves.</p>
<p>Have a team that are assigned to managing engagement and responding to concerns. Have a procedure in place to prepare and deliver on concerns expressed by residents.</p>
<p>This statement is so much guff. The housing stock needs to be properly maintained. It must be weatherproof, suitably heated and ventilated. Safe in all respects. Build communities of mixed ages and whenever possible, mixed ethnic groups to avoid ghetto mentality and ignorance.</p>
<p>The repairs team need to take accountability .for their workers not turning up. Or when you phone lambeth for a repair . They have no glue what the repair is about before they turn up and then you have to book another repair because they can't do the job . Wasting people time and money</p>
<p>This is all about communication with residents and listening and acting in a timely manner on their concerns.</p>
<p>cut out the red tape and get the jobs done.</p>
<p>Same as previous point - Officers need to be proactive at all levels within Housing in responding to individual residents and particularly resident groups' legitimate concerns and dealing with them quickly and effectively.</p>
<p>Not applicable</p>
<p>Revisit the pop procurement structure. It is pointless having resident involved in the process and then completely ignoring them so you end up with Mears under a different name and then have to fire them. Employing companies like Serco, Capita, etc. who are profit making admin structures who just look around to see where they can milk you dry! Employ expert staff and understand good staff save money, computers help them but do not do the job. Stay away from box ticking exercises. You don't need a wider range of people involved, you need people who know what their doing and do their job!</p>
<p>Getting responsive repairs right - employ people who understand what the problem is. Being able to just talk to someone.</p>
<p>there appears to be no supervision of contractors or penalising of those who do a terrible job . scaffolding stays up for months before or after a job is completed. many houses that lambeth owns the freehold of are in a terrible state due to repetitive botched repairs of problems. Properly trained and supervised tradesmen must be a top priority as the evidence currently proves that Lambeth wastes much money on poor , inadequate work.</p>
<p>Help people with lower service charges</p>
<p>I have experienced flooding in my flat for a month. Someone came and saw the flooding and promised to come back to fix it. He never came back. After a month the warden</p>

<p>reported it and it was fixed. As with my lived experience, there wasn't the resident at heart. The best way to put the resident at heart is to say the truth. It will be very unrealistic for us residents to overlook the massive amount repairs done by the council to its innumerable properties.</p>
<p>Move older disabled people into more suitable homes</p>
<p>Give your heads a wobble & actually work towards providing decent social housing instead of purging people from the community</p>
<p>Not sure</p>
<p>Be aware how distressing it can be if the occupier has reported a problem that needs almost instant response and such request is ignored.</p>
<p>As I have never lived in Council Housing, I am amazed how healthy people do non of their own maintenance, expect it all to be done and paid for by the Council Budget. i.e. what we are pay in Council Tax.</p>
<p>Make sure that your housing depts are there to listen to residents , hear their problems and concerns , and that they are qualified to deal with and rectify their concerns. Instead of spending huge amounts on your legal dept employ housing staff who are there to deal with residents problems . Don't outsource communication to staff in Winchester who have no connection with Lambeth by. It's really not rocket science . Instead of threatening residents with eviction and court , housing staff should be meeting them face to face , working out what the problems are , and coming to a solution instead of threats .</p>
<p>Nominating a council rep who engages regularly in conversation with residents. Listening and acting on their issues. Holding contractors to account for maintenance of buildings and repairs.</p>
<p>More local hosing offices each with its own repair team</p>
<p>Break up the cosy relationship with Hyde and engage with other Housing Associations that have proper resident representation.</p>
<p>Response Time is too long: Last year we had a leak from the roof from a blocked drain who was flooding a large number of properties it took 2 months for it to be resolved. This year we had issue with lifts not working it took 2 months to be repaired it caused great inconvenience to a lot of residents especially one like myself who live in a tower block. I am now trying to sort out a leak issue since end of July and it still not repaired. I have to manage water, mould, flies, smell</p>
<p>I personally have been going through disrepair issues for over 5 years without a resolution or completion. Hire competent companies to carry out the work and include in the contract a fine clause, if work is not carried out within the allotted time stated. Also, hire competent supervisors to check work carried out, even get them to spot-check at any given time. This will keep contractors honest and on schedule and save the residents of Lambeth from stress, causing ill health physically and mentally in the long run. This has a knock-on effect on the NHS.</p>
<p>Start doing it. My guess is that you have left some estates to fall into disrepair with the view to knocking them down...stop that. Start investing propelling in investing in regular ongoing maintenance on estates. Talk and work with the councillors and residents and local forums.</p>
<p>Get the jobs/ works done asap with the right transmen & materials</p>
<p>Employ contractors who are accessible. I had a ridiculous situation where the contractor was failing to keep appointments and I asked the housing repairs line for their number and they not only refused to give it to me but it, transpired, Lambeth actually did not have it at the time and were contacting them by email. Aa an ex housing manager for social housing myself I was astounded that Lambeth could have approved contractors on their list who behaved like this. Additionally, it is only in the last couple of months that tenants have been able to phone housing repairs and get a response in less than 2 hours of waiting. My local housing office at North Lambeth has been shut since the pandemic and I have no idea who my housing officer is or how to get hold of her. A letter to tenants of contact</p>

<p>details for ASB, repair complaints and rent enquiries would be really useful. It is good that you have introduced the online repair reporting site but this does not help vulnerable people who are unable to access technology and can no longer go into the housing office and speak to people face to face.</p>
<p>Better communication between the repair ticket scheme on the council website and the contractor. Example: after a year of living in a flat with a leaking roof on a council estate (rented from a private landlord, who is a leaseholder), it still hasn't been fixed due to a lack of communication between the contractor who previously investigated and diagnosed the problem, and the scaffolder.</p>
<p>Improve responsive repair service. Make officials take ownership of complaints to see that they are resolved.</p>
<p>CHANGE OLD-FASHIONED PLANS TO DEMOLISH!!!! Stop demolishing buildings and bring the ones that are standing back into use!!</p>
<p>I am no longer a council tenant, but I was, for many years. I am also a former HA board member. Why don't you bring back GENUINE and REAL resident involvement and LISTEN to what your tenants tell you. Then act upon it. Your service users are the EXPERTS in the services you provide. They give you FREE FEED BACK and you should welcome it and believe in it.</p>
<p>With L&Q, we have a very poor response to repairs needed. For example, the gutter on our kitchen needs fixing. It was reported 3 x years ago. We've had 4 different people come to look at it and nothing happens. We reported mould and we've had no follow up. Now we have cracks in bedroom walls and are at a loss</p>
<p>By not giving over developments to private property companies. Use rent money and loans to repair, build and become good landlords.</p>
<p>Stop rogue individuals/outfits from buying properties and converting them into HMOs, currently up to 6 are lawful (which I disagree with) and causing damage and grief to neighbours either side of these properties.</p>
<p>Don't know about this</p>
<p>From community work I've done (in other boroughs) I have seen that works can be both over expensive and badly managed so better management structures and employing people with the good practical and people skills. Possibly explaining to tenants how to help maintain their homes?</p>
<p>Try to be more efficient- less emphasis on high profile LTNs and more on housing.</p>
<p>The council can be preventative instead of reactive</p>
<p>Respond to people queries and empathise so this will help</p>
<p>Repairs to be inspected to avoid waste of resources</p>
<p>Tackle external and internal shabby areas ASAP, before they degrade, as the long waiting time benefits nobody. Council Tax is high - I can't see where the money is going, as the area is so poorly maintained. Dog waste on pavements, roads and hanging from branches is also a big issue - this needs to be clamped down on, as people are not taking responsibility for their dogs. We also need spaces for teenagers to enrich their lives - prioritise them, give them jobs in the local area, and create spaces that reflect their interests as they are the main demographic. An area where local residents can carry out "car boot" sales/clothes swaps, pop-up stores, small music events, would also be good.</p>
<p>Make sure contractors are not linked to friends and family within Lambeth housing. Make sure contracts are open and transparent. They need to be linked to Lambeth colleges that educate people who train tradesmen(provide apprenticeship).Contractors need to educate the next generation of tradespeople if they are Lambeth residents that will be even better.</p>
<p>Priority should be given to people who have been in Lambeth the longest</p>
<p>Provide residents with an up to date schedule of works - this information is old and not updated regularly on the council website. Host drop in sessions for support with residents in repairs needed. Provide residents with information on timelines and also inform them</p>

when contractors are coming for a repair so they can be addressed in an adequate time period.
Do them job they only promised but nothing in reality we still waiting?!
The council historically has provided an awful repairs service. It has also been corrupt.
The council should hold these associations to account. Make the communal spaces that we have usable and engaging and friendly. Is it somewhere
Make contact with services available outside of working hours
Prioritise repairs for elderly / senior tenants by setting up a separate hotline line to fast track their repairs so that they are not left waiting for long periods for repairs to be completed. This service could also include physical visits to elderly homes (particularly for those in receiving home care services (adult brokerage will have a list).
Ensure priority for those most in need
When tenant's call with complaints/concerns regarding their homes to attend to the repairs sooner rather than later before problem becomes worse.
To really listen to resident's lived experiences and consider their perspective and needs. There is a lot of transience in the Borough which impacts families in every area of their lives but also multi generational micro communities. Residents are resilient but are really challenged by a feeling of disregard and disrespect of them personally and their homes and community. Residents care for their homes but it's soul destroying when they're not heard and there are long delays for repairs causing further damage. Better maintenance to ensure better living conditions. Run down homes cause people to feel run down.
Stop using cheap material and under qualified operatives. Stop telling them to do the bare minimum. Get the works inspected and write agreements on works with details on how it's carried out. And then survey again. Take liability before tenants have to call solicitors or get ill.
Build in house delivery and stop sub-contracting to poorly performing contractors.
Make sure they use professional and efficient contractors
Repairing the repair immediately for residents so there homes are safe to live in
Also look at residents in the borough that may have needs and can pay more
Since I really don't know what the above phrases mean it's hard to comment. First build / make available council / social housing then other things can follow.
Keeping booking lists for repairs efficient and up to date. I have noticed in an improvement in this aspect of the repairs service, thank you.
The estate repairs are terrible. Housing officers don't respond to emails. There is no transparency or timelines. Our communal lights have been broken for a year. Pavements are cracked. Contractors left a pane of shattered glass in the middle of the grass and never came to pick it up, and nobody answered the phone or emails so after 6 months I bought rubber gloves and picked it all out the grass myself. It's a joke.
Strong Governance Transparency Accountability Honesty Upholding the right standards
View listing and prioritise repairs
Better ongoing maintenance. Not letting things get to disrepair due to neglect and then resulting in a need for things to be replaced. Costs more in the long term than simply just looking after things well.
Stop increasing service charges on its residents.
Stop the council corruption by employing the right work men for the task at the most competitive price. Carry out regular maintenance to avoid properties falling in disrepair while you carry on charging maintenance cost to the leaseholders. Stop leaving estates to rot to justify selling them to greedy developers such as Cressingham garden.
Completely change the way to look at data - currently KPIs are looking at how good things are - positive % To tackle problems, the solution is to look on the negative side and being able to drill and categorise problems at the deepest level which is currently not done

except via a specific sub-committee . Managers, directors , officers in Lambeth council should have access to negative data without having to request them from IT but be part of a set of reports automatically generated . This would help target low level issues and sort them out first time rather than having them dragging on for years

Getting the repairs right first time round; getting rid of poor tradespeople; penalising tenants and their visitors who fail to use the bins provided; getting rid of bad tenants who don't look after the properties they have been given

By listening to peoples problems and circumstances

as i said hire the right people

Clearly there is a balance to be struck between how much is spent and the importance of the maintenance undertaken but I would urge the council to try to " fix once and fix properly " in preference to opting to short term solutions.

To be more compassionate and human in dealing with tenants. Need to improve how disabled or tenants with disabilities are prioritised, families with young children and other vulnerable residents are seen to more quickly than currently, which means investing in more teams which can respond to repairs more agile and responsive. This includes having measure in place to assist tenants that have suffered flooding or lack of power in their properties and ensure that repairs are promptly carried it. Also improve your complaints process to be more responsive - may mean get more staff. Invest in your services.

Your contractors removed my wooden laminated floors illegally and told me they removed them for rewiring. The other contractors said they carried out the works for the rewiring and my laminated floors were intact and did not need removing. The first contractors apologised and said he will put them back he knew where my floors are. Then the insurance team now claimed that that Lambeth Repairs team claimed that my floors which were not affected! They also claimed that there are new floors in the property, but I don't like them. There is and was only concrete and cement floors in the front of the house which did not have fire damage! They admitted to removing my floors! Please stop undermining and disrespecting my family card I ! Please replace or return my floors. The council claim left my floors damage in the lounge, after removing the wooden beams and laminated floors! The HMO and a surveyor came to inspect the cement and concrete floors and told me to put in for a claim! But my claim was not upheld! I am very disappointed in the council because of their treatment toward my family and I. Please make this right, as the truth will bring closure . Thank you with God's merciful blessings throughout! Please show better respect and honesty to your tenants with a lot of empathy and compassion to those who have mitigating circumstances and special housing needs. Please tell your staff not to remove things from the property not belonging to them without consulting or communicating with the tenant first. Please tell your repairs team to tell the truth to the tenants and not to give false hope, because the repairs hmo, told me I had brand new doors, windows, floors and radiators from top to bottom all over the house which was untrue and left my family and I feeling very distressed, distraught and lacking trust for the HMOs. They also told me not to contact them anymore after their lies and took up other post withing the housing in other areas!!! Some of Your HMOS, repairs team and staff do not appear to be caring and honest. They are causing problems for their tenants to move forward into a more stable, healthier way of life by being dishonest. They have difficulties in keeping up communication with their tenants and appear to be unprofessional because of this. Thank you with God's merciful blessings throughout.

I don't know. The culture in the repairs services is pretty poor. I have stopped asking for help as any help in the past was a waste of time and consequently my property state of repair is not so good. Maybe the culture has changed. The building firms used were nothing but terrible from the roof repair where the scaffolding was left up for excessive time and the lead flashing got stolen and the rain came in and the housing office saying the roof couldn't be finished at the time due to health and safety that the roofers couldn't work on the scaffold due to excessive rain, then another time when they dug up access to the

<p>water pipes outside the house, I don't know why, then didn't do a good job filling it back in leaving a sink hole which invited a pool of rain water to cause flooding and leakage in to my cellar causing a damp problem. when I tried to get something done getting emails saying they would get in touch within 10 days and then 10 days later getting another automated email and then when I came into the office getting hit on by the person on the desk and not getting my problem resolved for ages, to the tree people cutting tree down for no good reason and getting compensated(waste of taxpayers' money) and then a pest control person coming saying he's been sent out for a wasp nest but we both agreed we couldn't see one wasp and then I got charged for that. Nightmare! I've lived here for decades. never had good help.</p>
<p>fix repairs fast - get to the problem and fix at source rather than many patch ups from substandard work carried out by subcontractors</p>
<p>I think we need to lucky to help us.</p>
<p>The execution of this strategy is so far from reality at present that it is an illusion. Recent experience of S20 "improvements" and response to repairs is beyond horrendous. Investigate corrupt practices first and foremost, review contractors' standards, AND DO SOMETHING ABOUT IT, not just disregard complaints.</p>
<p>Turn this concept into action, not just words. Make residents confirm a job is complete before contractors are paid for the works. Apply penalties where leaks are not fixed permanently. Stop wasting money on unnecessary works. I hear so many instances of Lambeth, for example, claiming a roof needs replacing but when an independent surveyor looks they say it has another 10 years' life left.</p>
<p>Repairs are hit and miss, sometimes good, sometimes bad. Call centre people don't have enough information. Very difficult to speak to the right person who can help. Train these people properly and have a better system for raising complaints. Let us know who is accountable for jobs not being done for example our lift hasn't been working for months!</p>
<p>I do not have sufficient experience in this area. There are an awful lot of dilapidated multi-occupied houses which look as if they could do with refurbishment/ made more energy efficient but I am not sure if they are Council/ Housing Association -owned. If not they should still be monitored by LAMBETH to improve the overall quality of housing in the Borough.</p>
<p>Ensure that repairs can be reported by phone and that telephone exchange is local so operators know the local area</p>
<p>Housing repair waiting time is to long the</p>
<p>Not take 6+ months to action any repairs. Outsource it to local contractors, rather than a lazy sub contractor.</p>
<p>Increase the team responsible for tackling housing repairs, to make it more responsive and efficient.</p>
<p>Council needs to LISTEN to its residents, a repair should only need to be reported once. Individual circumstances should be taken into account, rather than apply a rigid set of rules. For any repairs that are not simple or straightforward, Council staff need to allocate a single point of reference or member of staff to manage repair from start to finish, so that customers are not continually passed from pillar to post. Lambeth must keep to its appointment times which should be narrowed to within a couple of hours.</p>
<p>Ensure good communication with tenants so if delays to repairs they are informed . Be honest about can and cannot do</p>
<p>Listen to residents' complaints, record complaints properly, including progress or lack thereof of repairs and complaints about the complaints process, support residents with literacy or communication challenges to report complaints, execute repairs in a competent and timely manner, ensure contractors adhere to service standards, ensure all council staff are capable of doing the above and have the genuine will to do the above, treat residents with respect.</p>
<p>Hiring people that have genuine interest on making changes.</p>

Put an end to fraud and waste in housing and repair services
More accountability from contractors. Ensure one person is responsible for each repair rather than by the general office where no one is directly responsible for a particular issue. Operate a lot more efficiently
I'm not a council tenant but speaking to friends who are the whole procedure appears to be chaotic and challenging
I called someone out for repairs to the heating and was told 24 hrs and it was 72 hours
Buildings and Houses Maintenance up to Date Rather than Having to Fix Faults and Repairs So Often
Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.
Everybody needs are different. Many tenants old age related with health conditions have not been taken in consideration, leaving people in difficult situations, poorer and with even worse health issues.
listen, action and respond in a timely fashion.
Make it easier to get through to someone, don't sound like make up a procedure on the phone, every repair should trigger a 14 day procedure to send someone out and then 28 days to remedy. Don't send bodge job builders to fudge jobs - I know they are told to do it as cheaply as possible as the roofer told me. It then was marked as repaired when of course it broke again and a further flood occurred. Spend the money needed to maintain these beautiful Victorian houses and save money in the long run - this point seems to be missed entirely and is costing more than doing the job properly in the first place!
Stop the strategy of managed decline - abandoning the process of ready repairs to workable buildings, which creates a 'case' for demolition and rebuild. Make accurate assessments of buildings quality based on structural reliability - the core defining feature for the viability for retrofit. Balance the books without financial risk, by retrofitting at scale, and affordably, in line with developing UK and international market trends.
Commit to existing maintenance and refurbish let down council residences that have been under maintained by labour council for decades
Ensure there is a robust process for logging repairs and prioritising by urgency (there may already be)
Action on reports of repairs as soon as possible, to prevent worsening. Follow through with plans agreed on
Reliable company's that will turn up on time and inform tenants if they are going to be late and tenants should have more information from the council too.
Consider the humanity of your residents. Understand that buildings with mixed council tenants and leasehold aren't working. The way you split those costs obscurely and unfairly (I was required to submit an FOI to understand a cost I had to share for work done within the other unit), charge for overall maintenance but fail to deliver - is lowering the quality of life for all living in these houses.
I don't know
Move me and my family and stop building private property and build more council property try and make it make sense.
Find a solution to dealing with anti-social behaviour such as drug addicts in the stairwells of council blocks. Don't just move them on, they come back. Help them. Tackle the cause not the symptom.
Fine the sub-contractors for not providing the work or for providing sub-standard work. I have examples of done being re-done several times which is an enormous cost.
Listen to us! Ensure you are there to listen, to answer the phone, to make someone available to talk to us when we call (and not just leave us hanging on the phone for a very

long time, over an hour in some cases.) And when we place a call for a repair, make it easy for us to have this done - give us a specific date and time. And DO the blinking job, don't just ignore us!!

You are no where near providing an excellent Housing and Repair service! Sorry Walk through by Housing Officers in the estates etc to see what repairs need doing . Also more regular meeting with tenants so they can air their concerns and to inform the Housing Officers of repairs that are still outstanding. Contractors sometimes don't turn up. - they should be penalized and compensation for no shows should be offered to residents. You need to go back to contacting the tenants after the works / repairs have been done to find out firstly, that the repairs have actual been done and secondly if we are satisfied. We are on hold for a while to actual report the repairs. On your website you don't always have a full list of all the repairs, so it makes it impossible to report it online Tenants need an update list of the Housing Officers and their contact details preferably emails. They should also be penalized if they don't get back to tenants! I am still waiting for someone to get back to me regards to 3 overgrown trees in my garden. I have a disability so I shouldn't have to keep paying for someone to cut the trees down.

The Council should educate their council tenants how to look after their living environment first of all rather than giving away homes which the tenants will then complain to the council for not having better homes. They should have a code where any tenant who bring antisocial behaviour will then be evicted from their housing. Repairs are great, however, only when there's still a solution not when i.e. the repair is beyond repair.. such as lifts that are nearly at the end of their life span and the Council insists in continuing repair. These have consequences as is better to invest in a new one with camera inside to avoid anti-social behaviour such as people urinating, spitting and even defecating in these areas. Another point is signs, clear signs should be marked around bins, inside lifts, as buildings to make sure people are being fully informed. Creating only more council housing will increase more antisocial behaviour and more cost for the Council, instead please create a combined development with the private se for who has better standards of building homes and creating more well-lit green paths and gardens.

well to make sure that when an empty flat comes available it's fully checked out. Most of the council flats are old so make them look more presentable

I think this need to happen in a less centralised way. For people to have a go to person and no to be lost in layers of call centres and being passed between different departments and suppliers

Choose trusted contractors who are committed to delivering good service

To get rid of the incompetent managers and staff and employ more effective staff and the repairs to be done more effectively and not always ending up in the complaint and then to Ombudsman or the tribunal

Fix your processes so you stop going around in circles and not actually fixing issues. You think a job is done well when a contractor goes out and attends a property but often they are just taking the money and not fixing the issue

Create an efficient, proactive and responsive housing sept within the council. Currently it is not fit for purpose. Delays, obstruction and non-action.

Steel structures with insulated fire proof container flats are the cheapest and quickest way forward. Advantages: sustainable, you can dismantle and change the design every few years: energy efficient with fibre glass insulation. Repair is affordable. No damp issues because of washable surfaces.

Have friendly people on the end of the phone not workers who feel like they don't want to help us with our queries

recruit competent staff. Who are responsible for their brief. Too many staff not doing anything. No one takes responsibility for their job. So repairs are not done, or delayed or badly undertaken

Employ more competent staff and put a stop to perceived corruption between officers and suppliers

I have had a good experience of Lambeth housing repairs
Start from scratch! Bring in-house so that reporting and carrying out actual repairs are completed by the council. Eventually, cost will be cheaper and greater control over repairs. Staff need to be trained at all levels to deal effectively with repairs. Regular review and evaluation of processes.
To make reporting necessary works simpler, with a range of options that accurately describe the possible necessary repairs so that the correct the option can be simply selected.
Make sure that repairs are actually carried out on time and to a good standard. Make sure that appointments that are made for repairs are kept as tenants like myself have to work so cannot wait in for nothing when people don't turn up when they say they will!! Follow up on complaints that are made about repairs not being carried out on time.
Compassion wld be great. 2 members of my family are in mould ridden flats and up to now blamed for it. You could allow elderly grandparents to pass their flats down to grandchildren. When you repaint the exteriors paint it properly. Paint already falling off here. You take too long to repair boilers because you have no spare parts and have to send for them. 8 days last year freezing, no heating or hot water.
I strongly agree with this priority. Does the Council ask residents what are their housing and repair services priorities - short, medium and long term?
Be responsible off the eland they already own and not hide behind 20-year-old laws to make residents responsible of what the council should be taking care of, i.e. trees in gardens of council rented property
Offer me. Better housing and not by anywhere near Loughborough
Maintaining my flat appropriately and ensuring I report repairs in a timely manner.
Spend the money from all the rent/garage/parking permit increases on doing good quality, meaningful repairs
Making sure that paving leading to flats are safe and not uneven. Communal areas are freshly painted and banister are renewed
Just do the job just pay the money for constructors for windows and the job is gonna be done a Lambeth problem is that they don't want to pay they don't want to get everything for free. I supposed to have the windows changed long time ago because they have been very very bad condition, I'm paying my rent but you don't do the job. What are you saying all the time to expensive to expensive but you have a money for yourself to make your place is for work beautiful and nice and artificial.
Better management/ financial planning
Tenancy checks make sure residents are looking after the property they live in six times out of ten faults occur due to improper use and the ideology I pay my rent ! It's not my property the council's should fix it ! She got so I want . Need to really make residents take care of properties perhaps in force a recharge on repairs.
Make sure the repairs are done PROPERLY, thus removing the need for multiple visits/ complaints.
No more contractors. Why not have in house maintenance people. Maybe then the weak system applied right now will improve. Better system to make contact when repairs are needed by the residents.
Transparency with tenants.
Stop blaming the resident when the property is riddled with damp and condensation by making comments such as poor ventilation when it is clear that PVC Windows is not conducive to the fabric structure of some properties. Therefore causing damp, mold, and condensation.
The council has totally failed to maintain our estate. It's a constant fight to get work done and then we're overcharged and have to fight to get our money back.

Absolute rubbish statement. We report repairs and nothing is done for months and months at our block. Dirty lifts - cleaners that don't clean and you put up our service charges by over 50 % - so what are you doing with our fees ?
Start caring about how your tenants live. Speed up the repair system, tenants shouldn't have to live in damp and mouldy places for nearly 5 years before the council run out of excuses and start fixing their properties but if you are 1 day late in your rent payment the officer is quick to message you I should wait 5 years to pay maybe they'll repair faster then.
When a repair is reported, get the repair done in a reasonable time. and employ tradesmen who actually know how to do their job as a lot of them don't! in my experience anyway.
You used to contact tenants at the end of repairs to ask about the experience and quality of repairs. Perhaps bringing this approach back would be very useful
Stop wasting money on such things as pride festivals.
Firstly more staff, more training for those staff.. respecting the needs of the individual that needs repairs and understanding how it affects them being in their situation.
Stop demolishing communities! Work sensitivity with them not against them. Also think about where you place people. Stop using private landlords to provide temporary accommodation. We used to be leaseholders with a temporary unit beneath us. Most people were fine but we once had a violent drug user placed in our block. He threatened us and our neighbours. It was terrifying. Plus private landlords that own your properties see you as a cash cow. The one in my old block let that flat rot. He didn't give two hoots about the condition of his property for the sake of neighbours or otherwise. We complained to Lambeth several times but did nothing.
Read the Kerslake report and do your job
Cover the full cost and make timely repairs to the external features of Lambeth housing, such as windows, roofing, brickwork/concrete, lifts and communal areas.
If a contractor is due to visit a property they need to turn up. I've heard too many people say they were due but no-one arrived
Talk to residents
First: Employ people who are capable of sense-checking contractors quotes for 'non-standard' works. Second: Employ people who will challenge contractors' invoices rather than simply accept them and pay them, with extortionately unjustified full costs blindly passed on to Leaseholders.
the council needs to prove it is able to manage competently.it is a disaster of a council. Ask Ombudsman....
By making the houses presentable to avoid mice coming in
act on complaints and make it easier to report repair needs; work with TRAs to prioritise and go an extra mile or two to put the vulnerable first
Listen to residents needs and requests, help to create a more pleasant environment which promotes wellness for all residents.
To enhance the Lambeth Council's housing and repairs service, we propose the following improvements: Enhance Communication: Foster improved communication between Lambeth's relevant teams and residents. Ensure that commitments made to residents are honoured, thereby instilling trust. Skilled Workforce: Hire highly competent workmen to carry out repairs and maintenance, ensuring a higher standard of workmanship. Accountability: Implement a system of accountability for subpar workmanship. Hold the repair teams responsible for any issues arising from their work. Specialized Repair Team: Establish a dedicated team to handle complex repair cases. This specialized unit can address more intricate issues efficiently. Leverage Experienced Workmen: Utilize the expertise of experienced workmen by involving them in assessing and planning complex repair projects. Their insights can be valuable. Collaborative Planning: Arrange joint visits to complex job sites with the resident, project manager, and assigned builder to

<p>formulate a comprehensive repair plan. This can ensure clarity and accountability. Efficient Documentation: Improve the documentation process when residents report issues. Maintain accurate records to track the progress of repairs and communication history. Effective Complaints Procedure: Overhaul the current complaints procedure to make it more effective and responsive. Residents should have a straightforward process to raise concerns and receive timely resolutions. By implementing these changes, Lambeth Council can significantly enhance its housing and repairs service, resulting in improved satisfaction and trust among residents.</p>
<p>Renew ageing buildings first.</p>
<p>Tenants should be held accountable to upkeep properties to a decent standard. Those not doing so should be cautioned and fined.</p>
<p>Make it easier to get connected with council. It very hard to get any repairs done or even get registered. M</p>
<p>This should be a first priority. Employ people who can select and manage contractors effectively to provide value for money and stop the back handers and corruption e.g. charges for work not done etc</p>
<p>Totally agree but it's important to also look at the cost aspects as the yearly service cost are already going up considerably for owner occupiers. Also, a lot of cost are insured by a small group of people (breaking things and making a mess) within the complex. This should be taken into account and looked at.</p>
<p>Better contract management to stop wasting money overpaying contractors. Genuine resident engagement. Get rid of senior officers that don't support resident engagement and bully residents.</p>
<p>A new system is needed from repair requests to sending out workmen. Often appointments are not given to tenants or workmen just turn up or appointments are made and no workmen turn up.</p>
<p>Allow us to sign when repairs are done get staff to do their job properly</p>
<p>Listen and respond to the residents/ tenants complaints and concerns. Do proper inspections and follow up to ensure the work is carry out properly by third party contractors.</p>
<p>Make sure that, any information given is passed up the chain in the full context and as I have experienced, when information is passed on via the first person contact and when it gets passed up the food chain, the best way to describe it is, things get lost in translation. When someone comes to address the problem, the wrong person has been sent, because they have been given completely different information to what has been reported and yet again the work is still not been fixed.</p>
<p>Do all outstanding repairs that you as a council have neglected to do using Covid as an excuse the repairs section as far as I'm concerned are non existent</p>
<p>To try and fill in the online repair service, it always ends: call our 6000 number. That is time consuming and rarely get any satisfaction. Therefore, the repairs go not done.</p>
<p>The whole repair system is flawed. From reporting a repair to them actually been actioned. The whole system needs to be restructured and changed. When calling, and the response you get is 'it will be sent to the back office where no one can speak to anyone' is a automated response now. Lambeth repairs used to be something I would rave about when in discussions with other people. In the last few years I would describe the whole process as awful. It really feels like trying to get anything done is a full time job in itself!</p>
<p>A better system so that money is not wasted in making mistakes, or directing people to other people and getting caught up in the bureaucracy higher up, so that nothing ever gets done the lower down everything filters. Also, as a leaseholder I shouldn't have to pay more than other flats, it should be equal to what other people pay for similar things - e.g. a normal new boiler is about £2000, I shouldn't have to pay £7000 just because it's bigger...</p>
<p>Fix repairs I'm can't open or close my back door for over two years but council says it's fine lived in this property over 25 years and DAMP is a real problem (talking on behalf of my property)</p>

Just what I said ,be more aware, talk to tenants more, and see there point.
I previously was a leaseholder of Lambeth for 14 years. Stop treating leaseholders as cash cows and improve the management of your maintenance contracts. It was difficult to get updates on repair to my flat caused by a leaking bathroom upstairs. The work needs to be more joined up and answer your phones please!
Having spare parts say for lift repairs , again we have been waiting 6 weeks for a lift to repaired for 123 flats 23 floors , 2nd time in 3 months , waiting times waiting for a lift can be as long as 12 minutes
Listen to the residents in the area as they know the best ways to support their needs
The council can improve the way occupiers can report issues and ensure sufficient staff to answer and take action.
First thing will be repairing the issues straight away. No sending endless useless people to patch things up. I have had several people looking at an issue without never resolving the problem
Built on unused land and replace council buildings that are not fit for purpose anymore.
Not sure, but too much bad behaviour seems tolerated
Ensure that people are not living with black mold in their property by fixing the issues permanently or rehouse the tenants with out any stress.
Work together with the community. Find out what the people want. We want more facility for young people
Ensure repairs are carried out promptly and regularly visit housing estates to check maintenance
The louder you are noticeable, neglect, avoidance and ignored having to grieve the loss. Desperate deprived vulnerable people are left at your protection only to systematically eradicate them saying many excuse.
Understand what the word 'compassionate' means. In my dealings with Housing and Repair services, they currently throw around the word 'empathy' while responding in a way that would NOT be considered empathetic. My interactions with Housing and Repair Services has been nothing but infuriating. If you want a compassionate approach you need to resolve the following issues: Staff are not appropriately trained, they don't actually listen (even though you have standards around customer service) and they talk down to residents as if we all have brain injuries. They assume they understand the problem when they usually don't and instead of asking follow up questions or transparently addressing the problem in an appropriate manner, they respond using stock phrases that usually have nothing to do with the original query. This usually results in hours of wasted time for both the resident and Housing staff as we go around in circles. In many cases, staff refuse to answer the simplest questions such as frequency of cleaning services and calculation of costs in relation to service charges and they don't actually follow/adhere to the standards they send to residents (i.e., Landlord and Tenant Act). Staff rarely have the answers to queries and don't know who to ask or simply refuse to find out the answer. They make you feel like you are being unreasonable asking for an explanation for things like charges. Many staff use a fundamentally patronising approach when dealing with residents - they hold all the knowledge and only they are right and residents are all idiots. Many staff shouldn't be in customer-facing jobs - you need to match people to the right job. If people don't have empathy or compassion how are they going to take a compassionate approach? Lastly, from my experience, staff/the council have no interest in the views or opinions of those who live in their buildings. We actually understand what the building needs or doesn't need, yet you have no interest in those opinions or any mechanism for residents to express these views. You can't have a one size fits all approach to Housing and Repair Services. If you actually listened to residents you might actually save costs on things like cleaning and upkeep of green spaces and have happier residents who felt like they were being treated compassionately. Finally, make a functioning website (that doesn't change every month) that provides relevant information and provides a mechanism

to do everything easily from ONE account. It is the most disorganised and confusing website!
Use the money residents pay you in rent and Service Charges to maintain the homes. Much evidence from FOI's that there is a major disparity between what you take from residents and how much you spend on repairs and maintenance.
Repairs on the estate I live on are hardly ever done despite promises. Renters have not had the new kitchens that were promised and all of us live with unsafe pavements, dripping gutters, poor lighting year on year. The person in charge pretends to take note but rarely does anything - whether through laziness and inefficiency, or on instruction from above, who knows. Lambeth is currently a VERY poor landlord. It is as if residents don't matter at all - we live in a dump and nothing is done to improve it. We need a senior officials and counsellors to walk round and imagine - "Would I want to live here? Would I want my granny to? Would I be surprised if my teenage kids wouldn't invite their friends home?" I grew up on a council estate - we were proud to do so back in the 1970s.
As per previous
Based on my experience which dates back 3 years' I don't believe the council is committed to this. I no longer have any faith or trust in the homeownership team or their agents. I have been made ill by my experience. The council need to appoint new staff trained in supporting residents with severe mental health conditions. They need to ensure continuity of care for the most vulnerable, rather than being pulled from pillar to post.
Well, I think you should go speak to the people who are living in your homes you plan to rebuild, like my estate you have been trying to rebuild it twice now? Can we just Talke less and have more actions please, as you're making people like me more stressed anxiety and the rest?
The repair service in Lambeth is shocking Some traders are unqualified resulting in bad workmanship Some don't speak English so you can't explain the work that needs to be done I had three appointments made just to measure and look at the job This needs to improve
Logically think which repairs are not repairable. Meaning if a repair has been persistent for a numerous or years then whatever repair is being carried out, clearly does not work. Do not have your tenants suffering under these conditions
Employ trained staff that can do the job they are employed to do. Answering emails. Listening to Lambeth tenants. Set up reviews page for tenants then Lambeth will see first hand what problems tenants are dealing with. Useless contractors, problems to long to list.....
Actually listen to residents rather than trying to fit everyone into categories. I live in a block of flats for disabled people and we are supposed to get priority repairs yet it is always a fight and chasing people. Exhausting when your not well

There is a range of different things we want to improve in relation to Housing and Repair Services. Respondents were asked to what extent they agreed that the following were the right priorities:

Tackling damp; more support for vulnerable residents; getting a wider range of people involved in how housing services are run: improving the energy efficiency of our housing; managing green spaces better on estates; more support for sustainable travel e.g. cycling.

The survey also asked if there is anything missing, please tell us about it here

Clearly signposting the legal rights of tenants for when repairs aren't completed on time.
explain the vague ref to 'wider range of people' running housing services... Homes for Lambeth has been a money wasting disaster
None of these make any difference if you don't follow through, which historically, you don't.

LTN - make less the estates have become rat runs - it's not fair on us
Fire safety
Raise more money to build
Social housing the bidding system need to change and be more fairly
Infestation response
Remove houses for criminals. So many Lambeth estates are cess pools of crime. This needs to be sorted
Damp is an issue experienced by too many Lambeth Housing residents, with residents often blamed for causing the damp themselves through lifestyle issues. This is unhelpful especially in incidences where the council is aware that there are issues with the structures of buildings. Lambeth should prioritise getting structural issues, guttering, roofing, communal spaces etc. right before allocating blame to a tenant.
Access to community based public health support including those concerning loneliness and isolation, mental health and respiratory illnesses to support those affected by poor housing conditions to physically heal by accessing services in the community.
Building more homes and giving priority mostly to people with health issues, children and British nationals could ease a lot. At the moment only 2 to 3 properties are advertised and bid by over 500 people and people in bad conditioned private landlords with health issues are placed on band c with doctors recommendations by the time they keep bidding the health might keep deteriorating, more affordable homes and sorting this unfair banding should be sorted out , I think for a difference.
I need to drive and need to be able to drive freely. Lambeth is a very restrictive Borough.
You need to focus on prioritise revenue generation to be sustainable rather than spending money on things that will reduce revenue. Cycling is fine as it is, get experts to run it that have residents interest before their own rather than bringing in lots of non experts which come up with suboptimal ideas, aren't financially accountable for their ideas and frankly waste money on consultation which don't add real value
Your questions are misleading.
Water leaks
I agree with all the occasions that you do everything for these projects.
Stop all the road closures and wasting money on traffic control instead tax littering and dog fouling. and corporate crime and corruption. make the politicians accountable. Fines for corruption. Stop the 15 minute city globalist policy it is anti-society. not for the people. If you want more green tax the car companies and manufacturers. Its not rocket science the problem is corruption.
Work on ALL current outstanding disputes & allow outside independent parties take over if necessary due to the current bias within the council repairs & housing departments. Make sure the quality of English language used is sufficiently acceptable when speaking or writing to stakeholders & others. A set standard must be in place & adhered to.
Lambeth should involve residents, but what does 'a wider range of people involved in how services are run' actually mean? Everything should be resident-focussed, and it isn't. Vulnerable residents are not supported enough.
More support for older and or disabled that cannot ride bikes!
Listen to what you are told by tenants & leaseholders, and by opposition councillors who are hugely knowledgeable
Linking with health, education, social services to create neighbourhood service centres. I can send more details.
In addition to the above, it might be useful to include a priority around tackling the timeliness and quality of repairs since we know these are perennial concerns for residents.
Ventilation is key. You cannot tackle damp in isolation
I would also add supporting and developing your maintenance staff, and making sure you can keep customers updated with services from you.

Better management of rubbish, recycling, compost, and fly tipping. Provide an adequate number of dog waste bins and have these bins cleaned regularly. Support residents who wish to garden by providing them with garden waste collection, communal water taps for all gardens, safe and secure tool storage at convenient locations, and funding for tools, garden compost, and gardening supplies.
There are appears to be knowledge of the problems but not enough is achieved.
Residents doing more DIY in communal areas
Responding to residents requests for repairs which currently you are dreadful at.
Sustainable travel would be nice but your LTN's are a bit piecemeal. I live near one and now we have more traffic diverted to our streets.
Old stock has to be looked after so it's appropriate for modern life and large families placed in flats - this includes sound proofing. My main issue is sound travelling and a complete lack of considerations from the council. I would put persistent sound as the same level of issue as damp cause it really starts to wear you down and is bad for mental health.
"Getting a wider number of people involved in how services are run" This needs to be a bottom-up approach. Concern that organisations whose diversity and demographics do not match the locality are given priority in decision-making panels This gentrification is not acceptable, as conflicts of interest are ignored for self-interest. Transparency is key to counteracting tensions.
Need more context for the 3rd point - we don't need more privately run bodies coming in to do resident engagement. Use and listen to the residents, use their skills and networks to better run housing services. There is nothing here that mentions preventative maintenance which needs to be brought back to reduce the frequency of leaks, mould and flooding. .
Progressively replace sub-contractors by in-house services
1.0 decreasing the time it takes to get repairs done including number of visits needed 2.0 Recording Call Centre interactions and checking them for training and quality purposes 3.0 Getting Feedback from customer before closing a job 4.0 If a contractor is not going to turn up for an appointment, let the customer know as soon as we know
Was unsure for questionnaire, thought I was letting Lambeth know we are against vision homes
Valuing tenants and treating leaseholders fairly
focus on service outcomes.
The need to address repairs quickly
Looking to the provision and increase of 3rd spaces to build community cohesion between the different demographics within the borough.
Safeguarding of residents and children
Leaseholders need access to repair services
Repairs and maintenance to existing properties
We have photos of the issues we raise in the comments above, if you need convincing.
Forget the sustainable travel nonsense! You have ripped up roads and trapped elderly in their homes doing this. Focus on the basics. People use public transport not bicycles! Get the Mayor of London to stop fiddling with routes and reduce fares would be a sustainable step that does not involve a waste of money!
Resident must be asked to take some responsibility in taking care of their place allocate to them.
Need better communication with lambeth and the repair team
Get rid of LTN's that needs to be in order prior to building any new housing developments where Labour make a profit. As I know for a fact a 500,000 or more home is going to cost developers to build and it's not the local community that will feel any better off as they still have to be able to afford day to day living costs. You are also dreaming when you want to give every resident in Lambeth a bike . Seriously it's just not going to be a one fits all

solution. There will always be a need for parking and motorists will always be using local roads.
Priority has to be to provide safe, warm and secure housing for tenants above all else.
Not everyone can cycle. The elderly, disabled, people that need to move stuff around for a myriad of reasons. The elderly ,if they're Dutch in the countryside and been on a bike all their lives, maybe. But Londin Lycra cyclists are a nightmare. It's not enough to just offer bikes!
provision for children's play
Imposing strict standards for work tendered and independently overseeing whether they are delivered. taking building control back in house and delivering it , rather than just looking for a piece of paper with a tick and a signature on it.
The only people you should be involving are the communities themselves & doing proper consultation & research not this survey monkey like this
It is important to respect and be proud on the environment.
More support for walkers. I often find myself in fear of cycles when crossing roads, even have them on the pavements, Please do something about those private bikes that block walk ways.
You need to change your whole outlook to residents . It's not sufficient to pretend that you want to co operate and have the best interests of tenants at heart . The council are heartless . They ignore reports of hideous living conditions in their accommodation and have very badly qualified contractors working on repairs. I hardly know where to start .
Improve efficiency of officers at Council. I am in a years-long disagreement with the housing dept over being charged for scaffolding which was up at a property I own for over a year when the repairs took a few months. We are being charged for that scaffolding. We have written numerous times to council. We are repeatedly asked to pay without our issue being responded to. The letters are computer-generated with no regard for the replies we send. It's a waste of your time and office. Utterly incompetent and inefficient. This example indicates bad communication and a waste of resource for those who most need your efficient support.
1. The elderly and those less able bodied should be prioritized especially in emergency situations. 2. More cameras for the estates and lighting for safety and emergencies.
in relation to cycling support...better infrastructure locally - more cycle hoops;
Upgrading properties in line with 'Better Homes strategy 2002. Many of your non estate properties have been completely neglected and are unfit for habitation An example of this is that I live in a flat which is not wind and weatherproof and was informed I could not have double glazing as my property is in a conservation area. This is nonsense as all 3 of the properties in the building have been double glazed after they were purchased under the Right to Buy scheme. I am strongly opposed to RTB and would never purchase social housing but I strongly believe the Council need to deliver their duty and abide by statutory regulations and not lie about them.
More support for sustainable travel has nothing to do with housing
Educate people how to take care of their houses (e.g. keep air circulating). Also, improve communication between residents and council staff!!
Making your contractors more accountable.
Less commercial events in Brockwell Park
It's already clear to me that this is a sham survey, yielding no useful information but ticking boxes so Lambeth can pretend to be responsive to the public, when it's not
Education in how to tenants can best manage inside and outside spaces
The will to help ordinary people to live in spaces that improve, not make worse, their mental and physical health. Stop selling off the spacious homes that you have left to disrepair to property developers
Tackle external and internal shabby areas ASAP, before they degrade, as the long waiting time benefits nobody. Council Tax is high - I can't see where the money is going, as the

area is so poorly maintained. Dog waste on pavements, roads and hanging from branches is also a big issue - this needs to be clamped down on, as people are not taking responsibility for their dogs. We also need spaces for teenagers to enrich their lives - prioritise them, give them jobs in the local area, and create spaces that reflect their interests as they are the main demographic. An area where local residents can carry out "car boot" sales/clothes swaps, pop-up stores, small music events, would also be good.
Maybe incorporate safe charging areas for electric bikes on all estates and new housing. As a owner occupier it would be great to have a list of reliable trusted local tradesmen to do work in my home. This may generate income for Lambeth they are can pay a some fee to be added to this.
Offices can be turned into housing and no new offices should be built and left empty, which still happens all over Lambeth
Roof repairs to help with damp and leak issues
MAKE THE HOMES SAFE.
Safety and access to outdoor space
Addressing repair issues before they escalate. Speaking to people with respect and compassion. A dismissive, disrespectful contact has a massive negative impact in addition to dealing with actual need for repair etc. Options to speak to someone as opposed to communicating online. Accessible housing officers who are helpful, effective and also respectful and compassionate in their interactions. Contractors who are appropriately skilled and respect residents and their homes. Speedy repairs to minimise difficult situations and times slots to minimise time off work and take into account working people.
Assess household needs holistically if they live in the same home and support or get supported in the same area by friends, school hospitals etc
Skills are woefully lacking, and transparency is poor
Get rid of the Low Traffic zones
More support for the homeless people.
Emergency and temporary housing
Improve turnaround time in responding to repair requests.
your housing officers literally ghost residents on communal repairs. you need some kind of ticket or CRM system for requests around d communal repairs, maintenance and ASB.
Strong Governance - Transparency - Accountability - Honesty - Upholding Standards
Building repair and maintenance on a ongoing basis
Don't leave accommodation boarded up for years whereas some people are homeless
all these points are relevant - to be efficient regarding repairs, focus is required and a change of approach. Trying to run after more than one bird is risky strategy
Designing out crime
I think it is also important to tackle noise so that those who generate excessive noise causing misery to their neighbours and making it more difficult for children to do their homework should be addressed.
Keep up communication with your tenants and be honest!
good about the sustainable travel but for those of us who do use our cars for work its really difficult and more polluting to have to drive to Brixton and back instead of going down to the end of the road. I do walk for small shopping but if I can't carry my shopping or need bulk items for work, I drive elsewhere because its really annoying getting stuck in traffic just to go down the road. Residents should be allowed access where restrictions are there to stop through traffic
These all help to make what already exists better. As opposed to driving funds to new housing in an overpopulated borough.
get people to start up their own TRA's so they can find out what is happening with others on their estates
Improved response to repair service in general, not just the issues mentioned above.

The condition inside the flats
TACKLING REPAIRS AND MAINTENANCE AND RESPOND SIFTLY AND USEFULLY TO COMPLAINTS.
Employ some competent housing managers. Someone to directly manage blocks of flats, communicate with residents about issues fixed and upcoming works, ensure service charges are kept low, and plan for future improvements.
Wider range of people? What does it mean?
There should be more local bus runs to shops / hospitals for the elderly and vulnerable living on estates
Just cut the grass
Installing solar energy on top of social housing buildings
A more robust approach to dealing with antisocial behaviour.
Good upkeep and cleaning of public facilities to dissuade crime and anti-social behaviour
Road repairs, lighting repairs, cleaning, weed maintaining, drug problems list is endless
Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.
A considered and affordable scaled social housing retrofit plan, protecting local residents, environmental imperatives and local funding viability.
Tackle anti social behaviour and crime through properly funding community services and give hope to youth in vulnerable communities
Getting a "wider range of people involved" sounds inefficient
All was said above.
To move me and my family I've been bidding for a very,very long time.
If the repairs are actually done, that would be a good start.
Just do your job, Lambeth has had an appalling record on repairs etc for years.
We need tackle the mould issue, we need a donated clothes bin put on our estate. Tackle fly tipping have a camera installed
More support, and facilities such as laundry rooms, well lit green spaces with seating areas, are urgently needed.
Nothing for now.
We need surveillance of common areas and for anti social behaviour to be tackled
Fencing up areas to hinder outsiders from using our flats for toilets and dumping grounds
Providing a fit for purpose service generally would be the place to start.
Security: metal detectors with AI function to detect knives.
The questions above are so standardised. They are obvious. This survey looks like a plebiscite
Better allocation scheme for housing residents and managing housing list. A range of views and experience is good but kut a priority - getting more qualified staff, with proven experience, would be more of a priority. Sustainable travel cannot be a priority until immediate needs are met so would not focus on that at this time.
Remember that many of us live in street properties, not on estates. This is never understood when we phone.
Improving efficient of recycling and refuse management and eradicating unsightly and smelly external bins.
Tackling old roofs/windows on listed building estates
Stop pushing the cyclist things everyone knows where everything is going to looks like you're not going to make whole London people cycling on the bike So how many more support the cyclist need to have come on maybe you go into to start to looking at the

problem with scooters maybe cycling they going to have plates number as driver because they are an angel
Loitering and antisocial behaviour
providing information tenants ask for.
Ensuring trees are cut back and not intruding on our properties
Listening to residents. Review the state of properties. Review the way bills are presented to leaseholders.
Caring about the state of the properties rented out
Tenant's that are abusive to others and disrespectful to their properties and neighbour's should be dealt with severely.
Bring back noise nuisance policing.
the green spaces on estates are not being managed. They're being left to run wild. Everywhere looks neglected and a mess.
Mould. We had mould in our old block as a result of old metal framed double glazing. We could have replaced it ourselves but weren't allowed. The mould ruined lots of clothes, our bed, carpet. The surveyor from Lambeth's only advice was 'it's a lifestyle issue... keep the window open' wtf? We were supposed to keep the windows open all year? The window is were the problem. So much for energy efficiency.
Repair windows instead of building bike shelters few people give a damn about
Making timely repairs when needed.
What support will you give to those with cars
Financial Accountability across major works
The Lambeth PR spins is extremely annoying. May be revisit the strategy. The Ombudsman visit was treated as an opportunity and not accepting its mistakes...terrible.
Getting more ppl involved is not necessary useful, it creates more costs without addressing the real problems
older houses on streets need to be prioritised more. Currently they are very overlooked.
Electric plugs for vehicles more accessible.
Littering is a big problem
What do you mean by a 'wider range of people' involved. As above just needs committed people to manage who are rewarded for success. Stakeholder engagement is meaningless if it's just a tick in the box or justification for continuing with the worst contractors
Going after the people that break things on purpose and create cost for the community
All important, the devil is in the detail of how.
Repairs being carried out when stated
You need staff that do the right job
Ensure that every estate in Lambeth has safe locked doors that only residents have access to it.
Make homes that are empty do a quick turnaround not everyone in Lambeth can get on a cycle it appears that you only care about cyclists what about chronically sick disabled people with cancer how do these people feature in your new plans or are you hoping we'll all disappear
Does anybody actually take notice of this survey?
Making sure that when residents pay for a caretaking service, that they actually receive this. Making sure pathways and trees are trimmed and tidy making it safe for residents to access their homes.
It's about sorting out the awful state the blocks are in first, and not charging huge bills to leaseholders.
Being listened to when calling Lambeth
Tackling anti social behaviour

Stop shutting off roads, it makes life harder and creates more idling traffic, additionally, make cycling more attractive by providing TfL bikes within the Streatham/Norwood area
Tackling black mold.
We need to open back these roads that is close by using the one main road
Bring tax on bicycle and a life insurance policy on cyclist and should be chipped so they using the lanes and not road limited space
These are too vague. For e.g., 'tackling damp' is pointless if all you do is move residents out, paint over the mould and move new residents in. You've been doing this for years in my block. You haven't qualified what you mean by 'more support', or any of those other vague items.
Monitor your staff - how can they get away with not doing basic and safe repairs?
An auditor who can see where Lambeth are wasting money...
Replacement of Lifts that are over 40 years old

Priority Three – Supporting healthy and safe neighbourhoods

Within this priority we talk about a range of commitments. Respondents were asked to what extent they agreed that the following were the right priorities:

Tackle homelessness; protect private renters; prevent crime and anti-social behaviour; make buildings fire-safe; protect people from domestic violence and abuse; provide additional support to residents, including help finding jobs.

The survey then asked, if you think anything is missing, please tell us about it here

Language classes for anyone who needs them. Lambeth is a borough with vary varied communities and some are refugees dealing with other traumas. Helping everyone to join in depends on communication.
Update homes, I have single pane windows with gaps all around them - maybe update these. Look into the repairs that tenants need to do - how are we expected to do some of these e.g. washers on taps? Do you know how to change these?
reduce fuel poverty
did I mention having too many children?
There's nothing wrong here but deals on how you plan to meet these objectives would be helpful. For instance, are you seeking to bring in landlord licencing and rent caps to protect private renters or are you hopeful that landlords will make these changes out of their own good will?
You also need to prioritise the long housing list of people who need to be moved in different sized properties. I am in a 1 bedroom with 3 people in my home and I have to wait more than 10 years to be moved. I believe that this should be a priority over homelessness because a lot of people pretend to be homeless as it is quicker for them to get the property that they want this way.
Housing should not be doing job support. Jobs should be providing that to avoid duplicated costs and too many stakeholder options which is inefficient and costs more
Making roads safer, quieter and bus/cycle routes easy to access
Allow people to remain on WTC stop the universal credit roll out. Allow housing association tenants to buy their properties regardless of when they were built or who previously owned them. Stop greedy developers building then allowing buildings to be empty when we have homelessness. Lower the mortgages and freeze interest

Lambeth need to be more transparent about how it is dealing with the homeless and where it is sending them. It is ridiculous that there is not anyone at the service desk when someone finds themselves in a situation of homelessness. Everyone seems to work from home.
Bring back youth clubs and qualified workers as a first step in dealing with youth crime and boredom
Health and education, but this has to be realistic, and make clear what is due to government policy, and what is achievable quarter by quarter, with specific budget requirements.
you should balance these questions against the sacrifices made to achieve these goals
This is an area that needs a lot of multi-agency collaboration. The work of the Lambeth Housing Partnership should continue in this area to do as much as possible. Important to highlight that there is a need to support vulnerable residents with the right support services in place. Put in place the right support for Care Leavers as there is currently a gap. All nominated applicants should have a care package in place as part of the offer of a home. Disclosure information held on dangerous offenders with relevant RPs
Talk is all that happens. Councils are obliged to deliver the requirements of several acts of parliament but too little is achieved.
Help residents get to know other and build neighbour self help support networks
Define anti social behaviour. This is not an intelligent response to what could be serious problems and it feels like the council would rather criminalise than do the hard work of opening dialogue with offenders and offendees
Maintaining old housing stock and managing sound issues
Resident involvement sessions hosted in estates.
Older peoples needs
With respect to jobs we need to stop employing out of area private companies to do things for a profit that residents could do themselves with some support and financing. Temporary accommodation needs to be eliminated in its current form 4,100 plus families in sub standard, overcrowded, insecure accommodation outside the borough is unforgiveable and unacceptable,
Gain Council possession of more properties so as to be able o provide more satisfactory and cheaper temporary accommodation
Where all the lifts in a Council High Rise Block breakdown implement a standard prepared plan to confirm which tenants needs mobility help in the block during the outage and give the support needed such as getting food delivered and helping them attend medical appointments
Better use of community spaces to help provide and support for young people/adults
Dealing repairs quickly
Lambeth, please stay within your remit. You aren't doing housing great so please stop trying to do everything. Lambeth Housing should stick to housing, let police and social services do the rest. Apart from clever building design to prevent crime and anti-social behaviour
Health is a key priority e.g. it would be good to see strong connection between health and housing, projects for encouraging fitness and good health, activities which are organised, walking, aerobics. Housing could assist people if they have concerns about their health and fitness and combat social isolation (socializing).
Lambeth Council could easily provide basic rules to residents living in council estates
Repairs and maintenance to existing properties
Those things are not solely on Lambeth. The council have never successfully tackled homelessness as social services is understaffed and underpaid whilst money is wasted on propping up Pop Brixton that is unpopular with long term residents. You have never

successfully tackled anti-social behaviour as your team's close calls with the issue of a letter when no change has happened. What is missing is a team of staff that care.
People need to be shown how to take care of themselves and stand for themselves..
Support for the school age residents. Safe areas to play and meet. Activities for them to take part in.
All of this should already be in place. More local people need to be checking current housing developments and getting rid of the bad apples that create a horrific situation right on people's doorsteps.
This will only work if you have the staff and they run a 24 h team
deal with complaints quickly and to a high and auditable standard
Just to emphasise that helping people find jobs would be a great move.
What d'you mean by helping people find jobs or address anti-social behaviour just more punitive sanctions crackdowns
The council should concentrate on providing excellent housing and lobby those that are responsible for tackling domestic violence and job creation.
Stop sending threatening letters . Allow tenants to have meetings so they can pool their stories and resources to present their concerns to the council . Help the disabled tenants and listen to them .
Every resident in Lambeth is important for a healthy stable community. Protecting those less abled and assisting them to be a better version of themselves is only good for a productive safe, integrated Lambeth. With equal treatment for all .
most important one is to increase number of social housing homes (of different room sizes) across the borough.
How will you protect people from domestic violence and abuse? (Education on how to care is the answer but - are you going to do that?) Help finding jobs is irrelevant. How to care about the community and the planet is much more important. Consciousness, consideration and collaboration!!
More fatuous questions
Make sure the domestic abuse/abuse is real - no one should suffer this horrendous situation, it happened to me, but I've spoken to people who used it as a way to get housed which is despicable.
Protect the local community from gentrification, Tackle external and internal shabby areas ASAP, before they degrade, as the long waiting time benefits nobody. Council Tax is high - I can't see where the money is going, as the area is so poorly maintained. Dog waste on pavements, roads and hanging from branches is also a big issue - this needs to be clamped down on, as people are not taking responsibility for their dogs. We also need spaces for teenagers to enrich their lives - prioritise them, give them jobs in the local area, and create spaces that reflect their interests as they are the main demographic. An area where local residents can carry out "car boot" sales/clothes swaps, pop-up stores, small music events, would also be good.
I know the next generation is moving out of Lambeth because they cannot afford to live here. Can they be included into housing scheme. Lewisham runs a scheme to help residents stay in Lewisham. People could you include single young men.
Nobody should be allowed to refuse a job offered to them. Their benefits should be cut if they do this.
Have clear, effective channels of communication when things are not right or go wrong or people want advice. Quality services and infrastructure to support residents. Reported issues addressed and residents supported. Hubs staffed to support tenants.
Don't let homeless unit call dv victim and scared them into cancelling their appointment with lies.
Access to redress quicker
Tackling homelessness and loss of housing
I don't understand how finding residents jobs relates to housing strategy.

Provide play areas or youth club for the young
Do one thing and do it well before going after another - otherwise it is a loss of energy, motivation for those involved, and frustration for those on the receiving end
Don't return to the high rise tower blocks and concrete jungles of the past
Always smile and tell the truth to your tenants!
housing dept should not be dealing with protecting people from domestic violence or helping with finding jobs or protecting private renters those are for other departments in the council
Monitor more effectively all contractors whatever their expertise
Support people who have the right to succeed a tenancy
Fire-safety is important but I don't want to see loads of expensive risk assessments and busy work done just because it is easy to organise. Any works must be necessary and useful.
Make sure that repairs are done quickly and well.
As an autistic person myself, I have not seen any support from council. Need well sound proofed flats for hyper sensitive autistic people.
More places where recycling facilities can be accessed.
You are missing an urgent opportunity to address air pollution affecting homes near busy roads. The A23 is the most polluted road in London.
Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.
Listen to residents who talk about true affordability and unaffordable tenure types. Don't cost residents out of the neighbourhoods they have created, over generations.
Youth services, drug use services, public toilets, sports, mental health support, support for vulnerable people, shoplifting support for retail
Provide somewhere for young people to go. Youth Clubs etc.
Please include more light in areas where crime is a problem. More lights in green areas, small dark paths within the estates.
Make more properties available by doing timely repairs etc
You didn't mention any innovative solutions.
Tackle overcrowding which affects both physical and mental health. This would have a great impact on wider service throughout the borough.
Maintaining gardens and outside spaces for mental health and gentle exercise.
Listen when we tell you that the massive 6 storey trees need attention and are keeping out the light rather than telling us it is our responsibility.
Increasing services for young people aged 7-16
Penalising hire bikes and scooters companies who use areas in the borough when users leave equipment in danger places which impact pedestrians
This is all motherhood and apple pie. We'd hope a Labour authority would have these priorities. And if Lambeth hasn't wasted so much time and money on projects like HfL it would be able to afford them.
Repair properties rented out
Understand residents that get into financial difficulties and work out ways to help them.
I agree but there should be a limit to how much personal life should be involved by lambeth
Lots of these things aren't related to housing. Helping residents get work is not down to you.
Stop squandering public money on vanity projects pandering to the middle classes

Improve the energy efficiency of buildings; support leaseholders to replace gas and electric boilers with air source heat pumps.
Support those who are struggling
just repair and build and invest in greening
Create safe space for children and the elderly to spend time outdoor.
These all sound good but why these ones and if making building fire safe just means charging leaseholders 500 pounds for a 5 minute FRA (obviously fishy) then do not support at all
Crime and anti social behaviour counts for much of the cost in my building
Don't bully your homeless single parents and threaten with unfair discharges of duty without following the proper procedures and guidelines
Some people just don't want to work , so extra help is a waste
It's about the buildings themselves, if they were in a better state, everything from crime to mental health would improve.
Upgrade your properties, put new gas boilers
Tackling black mold in the properties.
More job for and help disability
Big Families have a abusive traits which is easily overlooked having the younger lot go through abuse physically, psychologically, emotionally, mentally, financially deprived.
Improve access to recycling to reduce fly tipping and actively promote the fact that council residents shouldn't be burning rubbish in their gardens. Monitor and improve air quality particularly in West Norwood which is in an industrial zone.
It would be helpful if you could itemise what you are already doing, some can understand why you feel the priorities need to change.
Trees and green spaces accessible to all
Check on tenant's make sure they are meant to live there.
Helping people who suffer with mental help. Living condition can make some people's mental health worse. Thinking that it's acceptable to leave people in bad and overcrowded homes, is not acceptable. The housing system is very bad.
More support for disabled residents

Other than repairs and expensive rents, are there aspects of your housing that impact badly on your mental or physical wellbeing? If yes, what are they?

The lack of security from being in temporary housing
Town planning needs to be more robust so that more housing is supported by a relevant increase in appropriate services - GPs, schools, transport, leisure facilities and shops that are relevant for locals - and within walking distance.
Pests, cannabis stench constantly, building security, having to contact Lambeth for anything, wanting to move and not being able to. 😞
I can't afford buying a house, I can't afford private rental, but I'm not eligible to any council housing or benefits
seeing my estate deteriorate, seeing how badly tenants are treated by council reps and the sub-contractors
It's poorly insulated and cold.
Private sector
Long term temporary status
Need a stable secure family home for me and my children's. It affected my sleeping pattern and worried

Increased service charges and unexpected major works. Badly planned major works that take much longer than projected.
Power landlord has over us
Not quickly considering genuine squatters, until ejected. Stop giving temporary accommodation too far away from Lambeth council areas. Give preference to the aged for housing in their comfort zone i.e. close to their hospital, family and friends and within areas with more transportation.
Poor energy efficiency and do high heating bills and high carbon footprint.
Litter and crime
The design of estates often contributes to the creation of unsafe spaces, until safety is designed in, elevated levels of ASB will remain.
Energy efficiency
Anti-social behaviour, green spaces, pollution
Evictions and the lack of having a stable home affects children schooling and growing and moving people from where they are use to should be considered.
Overcrowding
Planning for sustainability improvements to buildings i.e. solar, wind and conservation which blocks external cheap insulation
The appalling lies by your staff. Your unwillingness to engage. Your fraudulent housing dept team. Your appalling contractors
Lack of cycle space, busy road you can't cross, traffic noise and pollution, lack of insulation or ability/funds to make more sustainable
No space to safely store bikes, no care for communal areas in private rented property (e.g. shared hallway with 2 other flats)
cramped conditions, litter in parks and dogs who are aggressive and poo everywhere. Parking tickets and cc tv fines are too much and the traffic control is like highway robbery its disgusting. there should be free parking on street if you live in that street you should not have to pay. allow drivers to have affordable hybrid cars stop the congestion charge at the weekend and lower the charge in the week its too much. Improve the roads stop all the pathetic ongoing road works and restrictions things have not improved they have got worse there is no traffic flow anymore. Musicians who carry PA should be allowed to park outside venues to offload without penalty.
anti social behaviour
Engagement by the council in areas, such as demolition and resident engagement. The first bears no relevance to the council's claims that this houses the homeless, and on estates facing regeneration, the main interaction with residents is through the regeneration process. Our estate is considered brownfield land. How come?
Junkies moving in and out of my building and generally moving around the Estate. Alarmed to find out that the dealers now have drop down keys
Joining up care to address health inequalities and promote wellbeing.
Fund tenants legal and advocacy services Lambeth commit to enforcing landlord compliance on private rentals. A system to help more people meet their housing cost due to the high cost of rent which takes away most of their income as this one of the highest expenditure Council who use other landlords property to ensure that the houses they rent for people on their housing list is of an adequate standard and in good condition.
access to regular and pleasant public transport, need to prevent too much high rise in unsuitable places
Overcrowding
From our experience, customers find that the quality of their home and the way they feel treated by us as landlord has an impact on their wellbeing. We play a powerful role in their lives as a landlord, and we need to be mindful of this in our dealings with customers. ASB – neighbour disputes Isolation – lack of community groups/services locally

Safety of local community, garbage, litter, and fly tipping, poorly manages and inaccessible green spaces
My housing is fine but I know many people who do not live in decent housing.
lack of insulation
Having to hear this stuff from a political class who I feel are not serious.
Council tax
Lack of sound proofing in old housing stock where large families have been placed
See below
Anti social behaviour, the rise in attacks against Women, confrontations from homeless displaced individuals. Gang activity & violence, estates & Streets County Lines.
I am sofa surfing due to a decision and change in policy by Lambeth council. More support to private renters needs to be given especially on council owned estates.
Being moved away from my family so no support
Antisocial and criminal behaviour - especially on Council estates
Mould and badly done repairs
from our residents perspective, cost of living anxieties
The very poor service that I receive from Housing services
Lambeth major works that are poorly understood, poorly completed by contractors who have long term deals with Lambeth where residents are then charged a fortune
Isolation, feeling a lack of community cohesion
Neighbours and not enough space for my children to explore
My outlook affects my mental health. The noise from Brixton Village late nights. Fireworks, traffic noise, smell of cannabis constantly.
Anti social behaviour, violence and crime
overcrowding in the home
it is the inability of Lambeth Council to manage effective repairs that does affect my mental well-being
Poor communication between Lambeth Council departments and between the departments and their contractors.
Anti-social behaviour that Lambeth have confirmed but do nothing about. Bright lighting that shines into a bedroom and lights up my kitchen and bathroom at night. Reporting raw sewage flowing into my patio for months and Lambeth doing nothing. All that you fail to do has an impact. All.
Very few tenants' rights.
Increase in unregistered HMOs. No party wall agreements. The increase over what the area can support
Everything it's extremely expensive to rent privately
The heating escaping in winter, although draught insulation and curtains help, no double glazing or wall insulation is a problem
Not applicable to me
The constant feeling on when Lambeth is suddenly going to issue a S20 and I have no control over how and when. It hurts most when they have been overcharged for the work and or it badly done. Also the drug addicts that hang around the building AND the dispute to do with what's Lambeth's responsibility and what's the police.
noise; building works at the weekend - not an effective service
lack of adequate insulation; having to repetitively raise the same problems and get no responses or failed promises; inadequate rubbish collection spaces that mean rubbish spreads onto streets
£70 service charge every week

This is quite tricky because there is nothing that can be done to bullying especially when it's done so stealthily.
I live on third floor with no lift and I am disabled
It makes me miserable to see a party that once cared for the most vulnerable mostly ignore them or think they should try harder. More social housing only has positive benefits I would happily lose the stupidly inflated value of my flat drop significantly to see people housed safely & fairly
Bad neighbours
It is important that individuals are not sent to other areas where they have no family connections
I live in Shared Ownership. I am unable to buy more shares and the lease gets shorter, means value decreases and difficult to sell on, not able to move
The lack of affordable social housing means the refugees we support voluntarily to integrate and put their roots down when they first arrive in Lambeth, are unable to find accommodation in the borough where their children are in school and college and their support network exists. We are a community sponsorship group who ensures private rental at LA rates for the first 2 years of the family's life here. After that they are forced to relocate far away with no friends or support or community. the impact of this is obviously wide-ranging.
High handed approach and poor communications by Hyde creating huge uncertainty - as if we are just collateral damage to what they want to do
Paying to live in a house (not a home) that is not habitable due to damp, rotten windows , a hole in the ceiling (it rained last night and I had water coming down the walls) The constant writing to lambeth has come to me suffering from depression and stress mentally it has taken its toll on me. I'm at my wits end. I am now seeking legal advise. If I was a dog the owners (lambeth) would of been taken to court and charged with cruelty and fined. I hardly stay in my house over the winter period yet, I pay rent for four months for a place I cannot stay in .
Refuse collection services
noisy neighbours
Noisy neighbours; not enough safe cycle hoop storage near to home. Old Victorian building with not great insulation - means higher heating costs. Feelings of isolation as no social / local community cafe.
Having small rooms no storage
The size of my home is inadequate for my children one has sen/semh needs so many repairs not done it's horrendous
Bullying and harassment of leaseholders who dispute their bills. Refusal of officials to acknowledge that mistakes in billing have been made.
I am currently anxious because my HA landlord wants to build a new build block in the middle of my estate and very close to my home.
Noise is hugely detrimental. Antisocial noise from our neighbours is met with very little help from the council, even when the noise makers are council tenants. Additionally, rubbish and recycling overflow on our estate all the time. The old buildings that rubbish would be stored in are no longer used and just take up space. These should be remodelled for use again and rubbish collected more often.
I wish we could have capacity for renewable energy
The multiple number of HMOs in Streatham Vale
Pollution
That it's controlled by Lambeth Council, with a political supermajority ensuring nobody gives a about what the public wants
For owner occupiers restrictive planning
Instability, sanctions, no hope of getting a secure base from which to live and prosper

Overcrowded for my age
State of the roads and access
Thin walls resulting in lack of sleep, poorly maintained externals of the estate resulting in bad smells by the gutters, gentrification/lack of protection for ethnic minorities, delays in fixing housing repairs, poor lighting in the area, lack of areas that reflect resident interests e.g. spaces for teenagers/young adults to enrich themselves, poor purpose built flats with no washing machines affecting residents with eczema resulting in paying high costs at the launderette, which is inefficient, flats that have not been refurbished despite flats new New Park Road being refurbished years ago
Maintenance it is hard to find good tradesmen
Living too high off the ground. People being anti social in neighbouring flats
Poorly run section 20 notice schemes lasting years, poor tree management so light and repairs (e.g. guttering) are often required, long wait times for resolution of repairs and inaccurate information shared by the council on purchasing a property on upcoming works
communal areas that are not kept clean, tidy or functioning. Is the grass cut? Are there bins that are emptied regularly? Are there street lights? Does the playground/sports equipment working ?
Communal grounds being neglected and not maintained. This leads to an environment that invites fly tipping, general disregard and disrespect for the area.
Out door areas and parks not being cleaned or taken care of
safety
Dealing with complaints re antisocial behaviour more effectively.
Rundown poor environment/estates. Mice/rats. General lack of care. Not feeling safe. Antisocial behaviour and crime. The fear of family in temporary accommodation of eviction and the impact of instability. Feeling powerless if things go wrong. Neighbour's noise and other negative behaviour. Need for even small private outside space.
Even with OT assessment, mine nor my children's needs are adequately accounted for because I don't fit Lambeth Housing box. I'm disabled and want to be safe and independent but you won't let me. Way too much has happened with housing for me. Staff are callous but I'm sure have lovely homes
poor communication on future plans and lack of service charge clarity
Accommodation
Potentially becoming homeless
Safety, reduction of crime
NOISY NEIGHBOURS AND NOISY STREETS WITH TRAFFIC
I have a studio, can't do DIY nor can afford to pay for someone but only place I have to chill is my bed and that doesn't help my health, I can't leave the room - there's more space in my bathroom than kitchen to chill in
my estate is poorly managed despite a high annual service charge. lots of rubbish and anti social behaviour, and housing officers don't respond so no way to report it.
The poor standard of repairs. The lack of management visibility and intervention when things go wrong. A lack of sub contractor supervision. Raising repairs online does not work and is not properly integrated in the general repairs system, repairs raised through the website go unanswered for weeks and very often months.
The mental effort it takes to deal with Lambeth housing repair services. Took a call every 2 weeks for 9 months to get one issue sorted. .
Increasing service charges
Lack of insulation and impossibility to face the cost of insulating solid brick house
lack of accountability
Effort taken to get repairs done; antisocial behaviour; and fly tipping and tenants who wont use the bins provided

The waiting to be house
strongly tackle ASBO (Loud music playing and parties)
Noise from neighbours due to lack of proper sound proofing
N/a
Continuous leaks, damp and mould, where no mitigating measures are put in place while your team supposedly looks for the "source" and meanwhile things are allowed to further be damaged and deteriorate.
The concrete and cemented floors left in the front of the house add to my health conditions. They make it worse. The floors get very cold and damp in winter! I cannot believe that Lambeth is doing this to my family and !! I need my laminated flooring that I worked hard for! I need them replaced! I need Lambeth to stop cover g up for their dishonest staff, to tell the truth and repair and replace my floors. I reported my missing floors and have a CAD number!! Thank you with God's merciful blessings throughout!
heating bills
noise and antisocial behaviour
The misery of my flat
Noisy neighbours (poor sound insulation). Local late night cafe bar in area designated as commercial but backs on to entirely residential area
Poor insulation impacts harshly on cost of living, therefore mental and physical health.
Poor customer service/interaction from housing officers/management
The service charge in my block is criminally high (£7500 per year for just me). This has a huge impact on residents' mental health, yet no-one seems to take it seriously or be willing to investigate why it is so high.
Location and surrounding living spaces
Extortionate heating charges for communal heating! Having to pay for heating even if we are not using it!
The extent of litter in the area. Despite. Good work in this area there is still a lot of fly tipping and casual littering. This lowers pride in the neighbourhood
Cost of renting from a private landlord makes it impossible to save more way to buy a home
Poor insulation and mould caused by defective windows. Green spaces outside my flat not being maintained so it feels I live in the slums and have no outside space to relax in the summer. Lack of space to store bicycles. Lack of general maintenance making residents feel like second class citizens and very poor support when trying to get issues resolved.
Antisocial behaviour, noise nuisance, accessibility (disabled resident), poorly insulated property which I cannot keep sufficiently warm as I suffer from poor circulation.
Poor air quality and noise pollution in close proximity to A23 main road on Brixton Hill
Dealing with Lambeth when chasing repairs, complaint, etc. It came to a point that I dread opening Lambeth letters as I know it will be regarding extra payments.
Dirty and damaged public realm
anti social behaviour from neighbours
Noise from a hall opposite my house parking of attendees to hall litter from parties at the hall no street lighting drug usage openly dangerous dogs list is endless
Poor work done during supposed "uplift" and "residential works" that leave more issues than they resolve at extremely high costs.
Neighbourhood safety (listening to tenants and protect the buildings with extra doors accessing the buildings and close unnecessary entrances in to the estates.
crowded space with 2 teens. Anti-social behaviour
Anti social council tenants
Uncertainty - the threat of demolition. Bad repair services.

Brixton anti social behaviour, drug use, shoplifting, and crime
My home is very cold in the winter due to all the windows needs replacing, roof leaks all the time, ceiling needs replacing.
The difficulty of having straightforward communications with the council.
Lack of loft insulation council owned buildings and unclear responsibility on who can makes repair to a roof if it is a privately owned flat but a council owned building
Noisy neighbours mopeds loud music
The constant chasing of repairs as well as the poor or non-existent communication from housing officers who are not acting accordingly and in a professional manner.
That Lambeth Council do not keep to their word. Don't just brush off "Other than repairs...". That is extremely important!
Stress
Anti social behaviour, such as drugs dealers, extreme loud music, muggers, theft. Areas that seem very dangerous such as Tyers street and Lambeth Walk. Very dark and quiet at night.
I have lived in my flat for many decades, our block is a small block, but we always get left out on improvements, such as new fire doors, double glazed windows, electric wiring, general maintenance of the block is very poor, and I still have damp issues that reoccur every 2-3 years.
Noisy Neighbour
Litter, anti social behaviour and security
Providing lift service and intercom
Continuing mould issues
Threat of knife crimes.
Anti social behaviour, i.e. noisy neighbours, parties that go on till day break
Overcrowding. Little support when not on a very low income or requiring complex social or medical needs. Having little input on changes in immediate community, e.g. tick-box consultations with actual views or wants being taken in to consideration.
No lift.
Accumulated rubbish, some tasteful signage to discourage fly tipping might be helpful.
Several times over the last few years I have been told to contact rents or sent a message that there is something wrong with my payments by debit. Twice I have been to housing office to find out only to be told nothing wrong. Plus suddenly no rent was paid into my account for a short period. Very concerning. . They don't answer
Responsibility on maintenance of the land
Lambeth makes my head in
Ground/communal charges and maintenance
Disability
Lack of communication from Lambeth officers when dealing with ANY query.
Non available properties on our estate for real disabled people
Rubbish overflowing bins and vermin
Antisocial behaviour residents dumping rubbish on stairwells, by pods because it's full and they can't be bothered to use another option mostly older residents I gave seen doing this
gang crime, but also police racism
All aspects.
Antisocial behaviour, Recycling not being collected on a regular basis. kitchen and bathroom falling apart, mould issues, no flooring, poor double glazing.
Expensive repairs. Rudeness by staff. Impossibility of getting charged fairly. A housing manager who does nothing.
Very depressing to see our daily surroundings looking and shabby and neglected

Not so much for me now but in the past things have happened. I am very happy with my home now and love living here (over 30 years) I feel that I am lucky to live in my home but it took a long time to feel this way.
Make it easy for tenants to contact council surveyors.
The inability of the staff to work efficiently to sort out problems for lease holders
Windowless bathrooms, no balcony or outside space, better more efficient materials used within homes which would lead to fewer repairs but as high un-affordable rent charges and living with repair issues are the main problem cause it should not be looked aside.
Lack of help for middle earners. share to buy is a rip off. You should provide affordable homes to buy.
Lambeth not dealing with excessive fly-tipping
It's really difficult to contact housing, so it needs to be much more accessible and to also have a way to contact if you're not computer literate.
Repairs on time
Extortionate, illegitimate and unjustified Major Works costs
Lambeth denies any wrong doing. Accepting its errors is the 1st step to change and improve.
The gaps in my kitchen wall that is attracting mice to come into my home
bad design, cramped conditions, no eat-in kitchen, lack of green space, density
High pollution and noise
Anti social behaviour not addressed properly and housing officers not easily accessible
As someone who doesn't live on an estate, I feel forgotten about.
Street cleanliness.
Drains and Street cleaning.
Lack of Internal space , and mould in the house
Lack of any accountability by anyone at Lambeth for the shambles, it's like dealing with a mafia organisation that does what it wants and there's nothing you can do from disrepair to poor repair to overcharging, inaccurate billing, incompetence and corruption
Crime and anti social behaviour of a small group of local residents counts for much of the cost in my building
the inefficiency on repairs and management of housing by Lambeth Council. continually being overcharged for services that are badly executed. 4 years of fighting the get justifiable, reasonable and evidenced bills for major works. Bully by some Homeownership staff to pay bills that are not reasonable.
Public paths
My Estate not having locked doors. Open for everyone and anyone to come in and out as they pleased. Underage kids always come into the property stairwell to smoke weed/cigarettes and drink everyday.
Rubbish being dumped on estate
Damp, broken exterior door which was reported 4years ago unsafe electrics which Lambeth sent an electrical technician to check and he told us it should be replaced by 6 months still waiting, windows that can't open had 3 different surveyors visit since January this year no reports sent to us I wonder why
The way Lambeth council is organised. I spent the best part of 18months on the phone with various people about damp in my flat and went back to square one every time, different people, different workmen, passing me around, no one taking responsibility and no one knowing the right answer or person. I want to pull my hair out and eventually gave up and lived with the damp.
Neighbours that are loud, and drunk and keep my family awake
Anti social behaviour
Some sizes of properties are very small

Poor behaviours and upkeep by some council tenants
More should be done to help people living beside inconsiderate neighbours. Especially when there is evidence of the inconsiderate neighbours making people's lives miserable.
Hi have a child that have so many problems
Fly tipping
I am a proof and a example of Lambeth's henious careless failure.
Lack of control or input into decisions related to my building. As a leaseholder, I have very little say yet I'm expected pay for repairs to the building and maintenance. It is very frustrating when you see such a poor standard of service, yet have to pay over market value for these services. The Housing staff don't care and aren't interested in making well-intentioned improvements that would be less costly and better for residents. I'm in a fortunate situation yet since purchasing a leasehold flat in a Council-owned building, I have never been more stressed about my living situation in my life (and I am a person who has owned freehold properties before, I don't have a mortgage and am financially stable). I should be enjoying life but instead I have incredible anxiety about my living situation caused by the way Housing Services communicates and interacts with me. I actually tell my friends and family that for every year I live here, I am reducing my life expectancy by 5 years and if I have a heart attack or stroke, it is Housing Services fault. As a result of my experiences with Housing Services, I have completely changed my views of local government and I no longer trust or believe that local government can effectively or efficiently manage housing or our taxes.
Lack of transparency with service charges is a constant concern. Being an estate in limbo, reduced to empty/squatted homes, waiting for the promised 'lessons learned' exercise that was promised by leader of the Council, when they accepted Kerlake Review in full.
Treatment by the homeownership team.
Housing officers who don't do their jobs when asked of them and when you complain about them they the officer comes back and has a go at me for complaining about the officer.
Insecurity in renting in the private sector
Repairs is something that does impact greatly on my mental health, I have called and called about new kitchen new bathroom and new windows but nothing has been done
Outside grounds maintenance
Overcrowding.
Noise from the S.E.N.D young adult school @ 1 Belthorn Cresnet
Being unable to decorated internally as I am disabled and can't do it myself and don't have money to pay someone
Noise pollution and constant lift breakdowns

If there is anything the council or its partners could do to help, please tell us about it here

Stop taking payments from property developers so they can avoid the requirements for low cost or social housing. Also stop overvaluing the properties being built. Sternhold Avenue for example has a planning application that was approved that will have zero affordable housing, because they paid a premium to avoid it. That money must be tracked and assigned to actually building social housing. The Mega bowl flats have all lost 50k in value since being built.
Prioritise tenants in temporary housing for permanent council homes.
See comments above. We need local high streets - it doesn't help keep them this way when banks and post offices up and leave for instance. Encourage the right mix to bring footfall back.

Help people like myself whose rents are over £200 per week move to cheaper properties. I'm a single parent I can't afford to live here. My savings are dwindling. And yes I've applied to move and have heard nothing. And probably won't.
check the people who you give the flats, they don't work, take only benefits and enjoy life pretending to be single mums while they have partners often living with them in these properties.
Listen to your residents. they are intelligent and know so much about the history of the buildings and community.
Just build more and any other ways that can bring the cost of rents down, or stable
Stable family home
Lambeth's population, the UK's population and the world's population needs to come down. Don't ignore the big picture.
Landlord licensing, seizing homes from rogue landlords
More help with insulation, community energy initiatives and solar panels
Collect the bins more often. Do street sweeping. Clamp down on crime and antisocial behaviour
You could work more closely with the local VCS, listen to their expertise and build on the great strengths of the borough. Parachuting in external expertise rarely works in the long term.
The council should definitely build more homes give priority to the British nationals , to people with health issues, children and make private rogue landlords accountable instead of just giving them more high rents they don't deserve for bad houses .
I would like to be moved to a 2-bedroom property as my young child is sleeping in the living room right next to the kitchen. I believe placing families who have been waiting to be moved into the correct size property should be a priority over homelessness then homeless people should be moved into the flats/properties that have been freed up
Use scale to bulk buy insulation and offer more competitive rates - particularly around aerogel products for conservation area homes which cannot insulate outside of their buildings cost effectively
Stop lying. Speak to people. Don't ignore messages. Be honest
Make it easier to report repairs, and a forum for suggesting improvements that might actually happen. Also a way for leaseholders to have a say on how money is spent on maintenance.
Introduce rent controls.
Put more social minded people in positions of power instead of those who just follow the globalist agenda which is not for the people. we do not want corporations controlling our public services stop closing library's stop raping and destroying the NHS . Make the real culprits accountable. WHO are your partners this is the question????
work together with the police and safe neighbourhood teams to prevent anti social behaviour and criminality
No, the more the council do, the more it continues in same ilk as before, proscriptive and almost defensively.
Look at the security on an Estate or an area that has a reputation for crime. Stop the dumping on Estates. Do not cut back on weekly bin collections as that will lead to problems. I have lived through that. Not nice and very smelly and loads of bluebottles in the summer.
I am an owner occupier
I could send you a paper I wrote in 2005, setting out the aims for local integrated care. Sadly the buildings were not used as envisaged, and services are more siloed than ever.
Build more Council houses as well as Council flats. The Council must encourage a family environment within Lambeth. Council Houses are vital for this. Look at buying back houses sold at RTB
The development of new affordable homes is a long-term project, it will not happen overnight and there are considerable challenges to building low-cost homes for those who need them.

More action and less talk. Train council staff to show more respect to tenants.
lobby for net zero homes for all
If you can't change things in a positive way then sometimes it may be better to do nothing firstly do no harm, sacrificing existing tenants and leaseholders lives for a fantasy of private public partnership .
Have consideration for people who are only able to work part time.
Undertake appropriate sound proofing of old stock. I have asked for help on this matter over the last 12 mths and no one from the council has responded. It's very difficult to live with persistent noise when you can't fix the issue yourself. I'm this case I feel like the council has abdicated it's responsibility as a freeholder. How is that ok?
Deal with the appalling culture within the housing department which seems to think that sub-standard work and fraud is acceptable and seeks to bully residents
Who are the LBL named partners? What process was used to select them for decision-making panels? What are they actually doing to support change action? When the #MPA search raids properties that house families, often leave the premises unsafe by not repairing the doors as they found them. Regardless if they find anything illegal, the premises should be secured, after the #MPA carry out their business, as a priority
Change the culture in the housing teams. There is no concept of genuinely learning lessons and improving policies, training or processes as a result. The council is too quick to blame other organisations or the government for its failings. Some honesty about its own failings may allow it to improve somewhat. It is no coincidence that the number of complaints are going up and the housing ombudsman is taking such a close interest in Lambeth.
Help the Police to be more dynamic in how it addresses drug crime
complete repairs in time so the damage does not get worse whilst waiting. If a repair has caused other damage, the tenant should not have to raise yet another repair, it should be reported as part of the job which caused the damage
Since the pandemic/cost of living crisis, Wandle have introduced a budget set aside to support our tenants experiencing financial hardship - this is not a cash award but provides vouchers to help customers purchase items such as white goods, and other home furnishings as well as food vouchers(on occasions). We would suggest a similar approach from the council and its partners may prove beneficial.
Stop wasting time in these types of servers in which nothing is ever done in the meantime services is getting worse
Think about designating roads and spaces as community hubs to encourage group engagement, maybe even increasing LTNs, and giving road space to local cafe, restaurants, bars, encouraging public transport or cycling as well as building a sense of local community and supporting local business
Bigger house/ flat for Disabled children and families, who are looking after the children.
You can help by organising Health & Wellbeing days on the estates. Mobile libraries on the estates. Estate wardens. Social groups on the estates for elderly and vulnerable residents. Samaritan style days on the estates
Send reminders to residents about antisocial behaviour and its consequences. Vandalism and its consequences. Advise residents not to throw rubbish in the toilet, not to throw rubbish from their windows, etc and it's consequences.
Put in place legislation that ensures owners of HMOs take care of the properties inside and out and not just build them to make large profits
be more responsive when talking with the council. there are emails that take 25 days to get an answer, funny you respond with 10 day max
You need more inspectors to manage your contractors' work.
Stop lying to residents. Stop treating residents as if we are fools. If you do not want to do the job leave. Managers should be penalised for failing services. Could you prepare budgets for basic services rather than schemes that have no use to residents like LTNs and cycle lanes on already narrow roads and getting rid of bus stops to accommodate the new cycle lanes.

The society is becoming too independent on council and government help. It is good to provide help, but it should be only for a certain period.
A more efficient process for tackling housing concerns and accountability being held by a dedicated team.
Article 4 sooner rather than later. Been very slow to act.
Do better . Do a DIY course to tenants. To help keep their homes in order
Wave a magic wand and get rid of homelessness, provide a system to get people off drugs and open centres drop in social places , build community. People are desperately lonely and will die in their homes due to LTN's inability to make GPS on valley road sw16 accessible and Gracefield gardens 2 doctors' surgeries accessible . You need to do more for community. Speak to residents instead of sending out surveys .
Stop paying those that sit behind desks ticking boxes and get them out in the estates to see how there residents do suffer.
I would like them to help me to move to suitable accommodation. This is important for the sake of my children and our health and wellbeing.
Establish a structure of a) properly procuring the work that's subject to S20s; ensuring it is properly overseen and that it is good work b) work more closely with leaseholders over the issuing of S20s. Even advising when they will be issued ahead of time.
better noise support service
be honest about the errors that have been made and the poor service that many have suffered and publicly acknowledge this , rather than wait for another bad report from the housing ombudsman after tenants have suffered for many years . talking about new housing is ok but not without acknowledging that many see daily what an atrocious landlord the council has been and maybe still is.
Help lower this amount as its not fair on individuals or with small families as we are paying same service charge as large families for gas and heating. This is bringing us to severe poverty
Reporting it to the council would be the right way when it really gets out of hand.
I don't get on with the bidding system and I think especially for older disabled people there should be another option to find suitable accommodation
Care about equality fairness & proper social provision have a moral backbone because most Cllrs have none
In order to create strong cohesive communities there should be a series of study days for tenants so that they can discuss what it means to be a good tenant. This should be compulsory to them being accepted for tenancy and continued tenancy. It can be on Zoom as well as personal attendance.
I would appreciate help as long time-Shared Ownership, 20+ years to get the Lease Length increased at reasonable price.
More CLT sites; a cap on private homes being built;
Yes... treat tenants and residents properly by professional communications and not the high-handed dismissive approach we have experienced.
Communication with resident when issue arise is very poor. As an example I have been told by the helpdesk for repair on 3 occasion that my housing officer will call me and i never received a call back.
Please fix the roof it is leaking I have a water feature in my house each time it rains. The windows need replacing they are rotten and black with mold (a health concern) and condensation. A measurement of the amount of heat leaving the building was conducted. The results were undeniable the heating loss is huge. Lambeth replaced my boiler which was in perfect working order with (ideal - Logic combi c30) it has never worked properly, and I was never instructed on how. I was informed to go on the internet to get instructions This building has had no attention from Lambeth in over 30 years, the outside of the building has never been painted or the communal hallway, It was painted and carpeted by me, In order for me to

make it feel like home as soon as you open the front door. The physical, and mental stress of this entire situation it is taking its toll.
I feel like the noise complaint officers are not very good
Increase regular presence of neighbourhood managers on estates;
Fix people's homes
Teach residents and staff how to care about the community and the planet. Consciousness, consideration and collaboration!!
Listen to my objection sympathetically at Planning cttee once I submit it next year.
Implement stronger by-laws against noise, including banning or controlling playing music that can be heard outside of that person's property or vehicle. More aggressive action against those receiving valid noise complaints.
Prompt attention to repairs Rent increases need to slow down
Investigate and carry out checks on these rogue builders to stop the converting of houses into HMOs
Half of the councillors should resign, and the Labour Party should not contest the by-elections.
Taking into account personal circumstances in planning applications and not just have arbitrary rules
Talk to the people languishing in temporary housing for years, make sure when you have housing to offer they are in with some kind of chance especially if they've lived in Lambeth all their lives
I am 50 years old already and living with many people is not ideal. I would love to have the opportunity to live a normal life and have a one bed flat.
Double check areas where road works are taking place to reduce congestion on road
Prioritise putting residents in poor purpose-built flats with no washing machines, in newly refurbished flats
Clean up rubbish that is often found around estates.
I would greatly appreciate your support with addressing an issue I have with the council's failure to provide me with accurate information when purchasing my property. I would really like to speak to someone to discuss my case.
Community gates
Make sure that services keep places tidy and clean. Are there bins that aren't been taken ? Is fouling by dogs continuing in the green spaces ? Is there a doggy bin? MAKE SURE PEOPLE ARE DOING THEIR JOB
Councils should be inspecting the estates regularly and implementing external repairs and maintenance instead of leaving this to residents who have to wait hours on the phone to get through to anyone. Even after repairs are reported there is no action and the cycle repeats. This is deeply frustrating.
Give first refusal of council let garages to Lambeth residents.
Ensure high level of support around safety and families with children with ASD and ADHD housed in ground floor properties
To respond to email correspondence & phone calls quicker & more effectively.
Understand impact on people's lives and mental health and well-being of repairs not being done or poorly carried out. Response times improved and option to fit in with working lives. Responsive and effective emergency responses. Care for people, homes, environment in a meaningful practical way. Communicate and share information in a range of ways to ensure everyone can access information in timely way. Ensure everyone can share their views and know how to access clear accurate information. Children's Centres, community hubs, older people's meeting places/hubs, youth centres, therapeutic activities, sports, activities etc all staffed by skilled committed, compassionate staff.
Visit me and do something to help me.
Improve standards and be more honest

Yes a face to face interview from a resident or tenant to help resolve the matter. Instead of a online form to fill out or telephone call, because you don't really have the chance to express the way of how you feel or explain your circumstances due to lack of communication. Online, or time on the phone which is costly and sometimes annoying having to wait in a queue to talk someone.
People from domestic violence and abuse should be easily able to move to the definitive house. Because it's stressful to be in accommodation house for years and years.
Provide something!
Offer DIY services to help people that are on their own and not much support
Can you set a service level agreement around response times from residents to housing officers? And make Estate Action Plans transparent and structured, with actions and due dates? I once chased for 10 months to get the notes and actions from an estate walkabout. I had to eventually ask the councillors to ask the housing team to ask the officer to send the walkabout report, and it was very poorly written with no clear actions/outputs. So the walkabout served no purpose other than to walk... about.
Officer visibility. Full name. Email Address & direct line contact number. Management visibility. Full names, email addresses & direct line contact number. Visible ways to escalate complaints with repairs and surveying managers. Your complaints system should not be an extension of the repairs service which it currently is. Outline the standard that repairs should be carried out too. If they do not meet the standard they should not be passed and money withheld from sub-contractors until the correct standard of repair carried out. Scrutiny of all sub-contractors for your main contractors. Are they regulated, accredited, CBR checked. Do they have a public's presence or are they rouge companies that could harm or endanger the vulnerable.
Been on the list years and not once being given opportunity to view a property bided for
Stop increasing the service charge ridiculous amounts every year
Provide grants to unable insulating the external walls to lessen warmth depredation as well as having a lesser impact on the environment
drains blocked on streets for years and despite reporting them regularly nothing happens reporting to the council, TFL, streetwise, etc
Loneliness in older persons and the disabled.
strongly tackle ASBO (Loud music playing and parties)
To make a plan how to tackle damp and mould where the source is not easily found and to protect residents from the ill effects of this, by providing measures to repair, tackle or locate the source more quickly. Also better maintenance of your buildings, including cleaning and better reporting from buildings which have concierge.
Please repair and return or replace my missing Laminated floors! Then, you with God's merciful blessings throughout!
i don't know
Review quality and efficiency of all contractors; root out corrupt practices in their appointment and in the acceptance of sub-standard workmanship thus saving the council and its rate-payers money; far quicker responsiveness to repairs; overhaul billing department to ensure currently lacking accuracy and institute swift response to urgent maintenance needs.
Be open to listening to individual cases
Make more effort to lower costs for services like cleaning, concierge, estate management etc. The contracts always go to the same companies. Recognise that the council is wasting its own money when it has high service charges for blocks, and that it has a duty to ensure these costs are as low as possible.
Turn off our heating in the summer to lower the price we are paying and prevent wasting energy. Stop sending out notices of possession to residents who cannot afford to pay for the extortionate heating charges! Train your rents team staff to be sympathetic to people's problems, rather than being judgemental and telling people to work harder if they can't afford the heating! Get the bosses of Lambeth to work out a way to lower the price of our heating as

it is totally unfair that we should have to pay thousands of pounds more a year than people who do not have communal heating.
As an autistic person myself, I have not received any support from council. Need well sound proofed flats for hyper sensitive autistic people.
More concerted efforts to crack down on littering/ dumping.
Make more affordable housing available for everyone
Remove the dead tree from outside our flat. Replace the fencing that was removed. Replace my windows. Build more bike lock ups. More public loos on Clapham common.
Make air quality a priority when considering the requirements of a safe and healthy neighbourhood.
Hiring more interested/competent staff.
Improve upkeep of exteriors, paint over graffiti, manage litter, repair broken street furniture etc
The council are dealing with the issue but it has already been over two years and nothing has happened
LISTEN BE PROACTIVE STOP SENDING STUPID SURVEYS GET CCTV WORKING
Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.
A question. What protection and options do tenants have in regards to their health when there is an overloading of construction around them for years and years? Noise, dust in to their houses, going in to their lungs...
To take action and not just talk!
Consultation between Lambeth Council Housing leaders and the sustainability team at Enfield Council, and Programme Director of Retrofit London. Urgently develop Lambeth Council in house team research and execution around viable and affordable retrofit plans, including the assimilation of the soon to be launched LETI (Low Energy Transformation Initiative) national affordable retrofit strategy. Old 'regeneration' plans are no longer responsible options on any level - in terms of population affordability, environmental imperatives and local fiscal judiciousness.
Properly fund social services and provide resources for vulnerable communities Stop funnelling council funding to private groups like Homes for Lambeth and support existing estates and residences and communities instead Stop privatising and redeveloping estates
Council should visit their property every quarter as this is when things likely to go bad, mainly roof, windows, heating and lighting. Fire doors, in the homes. Overall, an inspection every quarter would be great.
Literally, just reply to emails.
Acceleration of LTNs, more active travel support to support greater densification, greater enforcement of traffic offences to create a safer borough for those on roads, and more cycling infrastructure added at a quicker pace than present
Have a direct point of contact for noise issues these things really affect people's mental health it feels like you can't relax in your own home
Tackle things like litter on estates
To fix (not improved) the communication standard of housing and tenancy enforcement officers who most completely lack professionalism in all aspect from communication with residents to getting work done.
Answer your phones and speak to us! Support us and do the repairs properly. New electricity was installed in my building - was carried out in a shoddy, terrible manner. Been waiting for years to get this fixed, but no one wants to know.
You complain about expensive rents, but then fail to acknowledge the direct impact Lambeth has upon making rents expensive via HMO Licensing etc.

Please don't build dark ugly homes! Incorporate green areas with large green areas. Educate your tenants on gardening rather than covering their gardens with wooden sheds. Any tenant who has a garden or terrace should be enforced to be well kept free of ugly unkept greenery or ugly wooden sheds!
I would like to move to a much nicer place, where it's free from damp and mould.
I live in a Sheltered Accommodation, and I feel the place is run down. It could do with some lift up. A very good clean, some paint, windows cleaned and the corridors between the flat fully walk way painted
We need some surveillance and secure door entry
Safety for elderly and disabled tenants who's happy in their homes and wants to stay in the area they're familiar with and love
Fix my damp and mould problem. I have been through your complaints procedure, which was a token effort, complete waste of time. I'm now dealing with the ombudsman. It's been years now that I've been trying to resolve this issue.
Need to be creative in solving backlogs of repairs and complaints. It should be a key plank of the strategy to provide a quality and relevant service.
Please get full coverage of CCTV cameras in all neighbourhood, and it's access to residents in mobile, so I can see any suspicious people before moving out. These cameras should have AI and data base to detect any unusual people who are not residents, unusual movement and intentions.
Get on managing the staff. And give them targets. Get repairs done. And if so... Properly done.
Ban anti social behaviour and neighbours respecting other people's properties
Better education and understanding of community wants and needs. Including community in decision-making. Build trust. Listen to local residents and acknowledge importance of cultural needs.
Put a lift in the block.
Maintaining outside spaces, free from rubbish and well kept (tidy) gardens increases pride of all residents in their homes and spaces for gentle exercise (places to safely walk and sit and enjoy nature, not necessarily games or playgrounds) increases general well-being for all.
The phone reception when I call Lambeth Service Centre is really, really bad. It is hard to hear what is being said either because of background noise or a general sound like being under water. I don't have hearing difficulties. I mention it each time. There is often complete misunderstanding. This week a structural engineer came round about a dangerous external wall when what I raised was a wonky, trip hazard slab outside my front door.
Encouraging residents to take pride in and contribute to maintenance and improvement of their residences and surrounding environment.
Well I have severe mental health don't offer me a 9th floor or anywhere where they are gangsters
Review their rent, maintenance charges as well attending to repairs in a timely manner
Move to a ground floor accommodation
Improve cleanliness of streets and estates
Encourage residents to report others
look after Tenants.
Charge leaseholders fairly. Your service charges are three times as much as other local authorities for very similar properties.
Firstly to manage general maintenance properly and efficiently. Produce accurate accounts for leaseholders. Be accountable for your repeated failures and stop making excuses time and time again. A private company would do a much better job managing our estate and accounts.
Please repair properties rented out fast, stop lying to tenants that it's tenant responsibility to fix properties when it's clearly council's job.

I that extended families should be able to live close to each other (like it used to be) this would help people with their mental health having family close by. People need to feel safe and have respect for where they live and having the areas looked after maintenance wise will give this to people. They need to have a sense of community and I am happy to say that I do have this where I live.
Leaseholders in mixed blocks get a poor service, and have little say in what should or should not be done, but have to bear a share of the cost.
As we speak, my personal rent has increased from (£70- £290 pcw) I have been forced into rent arrears as a result. You (lambeth) now wish to spearhead this new initiative with affordability at the forefront? How to classify this ... if my income was (£251) pm and the rent goes from (£70)- (£290) it is NOT affordable and then to charge and take for a spare room? Look into all of this fix the old problems before embarking on new ...
Focus on the core responsibilities you're paid/elected to deal with and stop playing politics
Care more about your residents' environment.
Please answer phones. Too often it doesn't happen.
Lambeth needs to help the residents and not ignore them.
Select and control your contractors better and actively police them, to make them properly accountable for delivering quality work and charging correctly and reasonably for work completed.
I have been a resident in Lambeth for 14 years. I am
The gap needs to be filled in
build homes that exceed minimum space requirements which are stingy, build and protect green space around homes, restrict cars near homes, bring architects in-house
Provide more green space in every estate, plant more trees, especially near busy roads (north street for example)
Extending perks and privileges provided to those living in estates to people residing in street properties is a commendable step toward ensuring equity and support for all residents, regardless of their housing situation. Here are some potential ways to achieve this: Community Services: Offer community services and programs to street property residents, similar to those available on estates. This could include access to community centres, after-school programs, adult education, and recreational facilities. These services can help build a sense of community and provide valuable resources. Security and Safety: Extend security measures and safety initiatives to street properties. This could involve improving street lighting, enhancing neighbourhood watch programs, and ensuring the safety of public spaces. A safer environment benefits everyone in the community. Maintenance and Repairs: Ensure that street properties receive timely maintenance and repair services. Just like estate residents, street property residents should have access to prompt repairs for issues like potholes, sidewalk maintenance, and street lighting. Green Spaces: Develop and maintain green spaces and parks in street property areas. Access to green areas can contribute to residents' well-being and quality of life. Community Engagement: Promote community engagement and involvement among street property residents. Encourage the establishment of neighbourhood associations and provide support for local initiatives, fostering a sense of belonging and empowerment. Financial Assistance: Provide financial assistance or subsidies for street property residents who are facing financial hardship. Assistance programs can include rent support, utility bill assistance, and access to affordable housing options. Educational Opportunities: Offer educational and job training opportunities for residents in street properties. This can help improve their economic prospects and overall well-being. Access to Information: Ensure that street property residents have the same access to information, resources, and updates regarding community services and events as estate residents. This can be done through newsletters, online platforms, and community meetings. Transportation Accessibility: Improve public transportation options in street property areas to enhance mobility and access to job opportunities and services. Health Services: Extend access to healthcare services and clinics to street property residents to ensure that their

healthcare needs are met. These initiatives can bridge the gap between estate and street property residents, providing a more equitable distribution of resources and support for those in financial need. By addressing the challenges faced by street property residents, the community as a whole can become more resilient and cohesive.
More street cleaners with brooms and less brushing vehicles which hardly clean anywhere. In my area, it is often impossible to remain on the pavements for the amount of rubbish dumped, causing vulnerable pedestrians to have to walk in the road. Currently, if the main streets are clear, the council think everything is clean, but the side and back streets are normally filthy health risks with broken glass and filth everywhere.
We are plagued by drain flies that come up through drain in sinks as well as through air vents. We pay for communal cleaning but rarely see bins cleaned or drain trucks. Pre Covid was constant.
With growing children ,more bedrooms options should be given . Children in congested homes cannot perform good in their studies and demonstrate personal skills as a good citizen in the community.
Improve technology, accountability, customer service. Recruit the right people and replace the failing providers and manage the new ones properly i.e. don't pay for work not done or not done adequately and produce a code of conduct for disrepair
Make sure residents look after their flat and the communal area's. Create being house proud and clean windows, clear balcony's, care for their social housing and not abuse it.
Ensure good quality repairs, evidenced billing for leaseholders. Lambeth's own internal audit show leaseholder billing has huge shortcomings and poor contract management puts council finances at risk
I think it's time Lambeth housing looks at the people who works for them
I want the council to check the safety of all their estates - one of the building on our estate doesn't have locked front doors at all
Don't over stretch your housing officer's, by giving them to much work and making them leave. Our estate has more officers leaving the job in the last six months, because they are being overworked.
Try doing the repairs I am in the process of consulting a housing solicitor to see what if anything I can do to get the council to do the repairs
Listen to your residents
Organise your entire system better, from the people on the phones, people in charge, where calls are directed, who knows what etc
As stated, Damp(fixing the issues not plastering over problem) and repairs it's embarrassing when family/friends come and it's damp and smells
Better management of your maintenance contracts. It's a joke
Upgrade . I live in s property that's so cold that in winter i need to spent 150 a month just to keep it a bit warm.
Make requesting repairs easier / improve my housing website
We need to open up more of the side roads back. It's causing too much congestion on the main road pollution.
Strategies to prevent fly tipping e.g. gates on entrances to housing estates, cctv
We seek shelter to be protected by our council, ourselves having many issues to shortcomings but if the law was dyslexic having to ignore people with learning difficulties oct act 2010 then who do we turn to for safety.
Listen to residents. Hire more competent people and train them better. Stop being patronising to residents. Stop treating leaseholders like second class citizens - I understand your priority is people who need housing but that doesn't mean I'm a money tree and can be ignored. I'm still a resident of Lambeth, live in one of your buildings and I pay Council tax along with service charges. Actually follow-through on policies, but the right policies (fit-for-purpose: there are 2 signs in my 6 unit building on fire safety but nothing on what to put in your recycle bins or how to properly dispose of rubbish that can't go in bins, residents in terraced or semi-

detached need to know why they shouldn't burn rubbish in their gardens, etc.). Transparent, clear and useful information on the website.
Our estate is one of the six designated for 'regeneration.' Work on the 2nd Phase was meant to start last February. We are told you have gone back to completely re-design the whole plan. In the meantime the estate has become a squat. There are more squatted properties than tenanted. Why? Why have FOUR successive housing officers (who only have a day on site assigned to each estate) had all of their time taken up with dealing with the squatting issues? You told residents as homes became empty you would rent them out. Why haven't you? It's shameful to think you are asking about ways to deal with homelessness when you have so many empty properties, yet for some reason have no desire to house people in them.
Increasing density of housing must be accompanied by relevant attention to availability of services such as GPs, schools, good public transport. Green spaces too.
I don't want any further direct contact with the homeownership team on the basis of mental health grounds.
Housing officers who fail to perform their duties when requested, and when you express your dissatisfaction with them, the officer returns and takes a swipe at me for expressing my dissatisfaction with the officer. And Neighbours who have very young kids and don't know what time of day it is and think it's a club night.
STOP no fault evictions
Money is wasted by the quality of repairs
Maintaining the outside of the properties encourages pride in your dwelling and stops fly tipping
Helping single working mum more. People that have a pay their rent in full without any help at all. Who are trying to make something of themselves not relying on benefits or other government schemes to live.
Complete overhaul of Lambeth staff starting from the top.
Provide small grants for internal decoration to vulnerable residents
Listen to residents and take action

Working with residents

The strategy outlines how we want to work with residents to gain their trust and puts forward this approach to resident engagement:

- Informing: providing residents with clear information about what is happening, how the decision was made and what it means for them.
- Consulting: asking residents' opinions on a proposal or options and then show how their feedback has influenced the final decision.
- Involving: inviting residents to take part in workshops, meetings and residents' panels to influence and have their say.
- Collaborating: supporting residents to be part of the decision-making.

If you have any comments on this approach, please tell us about them here

Overhaul the ticketing system with repairs, it's flawed and allows jobs to circulate without escalation and go unattended for years. You don't save money by automatically denying escalated repairs.
You need to do more door-to-door consultation work, rather than holding 'workshops' which the majority of residents don't have time to attend.
I am not convinced that Lambeth's consultations are real.. please use citizen assembly to do genuine consultation on housing and other crucial decision making

You seem to have been trying to do this for years but it means nothing when there is no follow through. There is a disjunct between intention and delivery - is it bureaucracy? Corruption? Inertia? People disengage when made false promises.
Wasn't this the plan when the whole co-op council was announced. Tenants weren't listened to then, I don't believe we will be listened to now. Can only go on previous experience - even as recently as November gave feedback still waiting for acknowledgement. Believe it when I see it.
you need to assign a competent person to each estate and have that person as a consistent contact.
The basic provision of more buildings
involve more tenants after all we are the ones who live here, in all decision making
Secure social housing for family to call home Lower rent for social housing Bidding system not working. Made it more fairly Make more affordable social housing for residents. And i agree with residents to been involved with meeting .. etc
More targeted online surveys, e.g. on an estate basis
The approach submitted above have reasonableness and should be adhered with.
Sounds good
I'm curious how the above tallies with the way Lambeth Council has invited its residents to vote on other issues and then ignored a majority opinion, as with the survey a year or so ago inviting residents to vote on proposed higher car parking fees, which went through despite a 59% majority against
As a council, your idea of consulting is a humiliation. You pretend to ask, then when you don't get the answer you wanted, you ignore it. Think of the car permits or the weekly bin collections if you need proof. So, don't write that you will consult residents as you have no intention of doing this properly.
Consulting/ involving people isn't enough, there needs to be accountability to ensure that the wishes of local people are acted on. Not keeping promises that the council makes breaks trust, the only way to combat this is to do the opposite and deliver on promises made.
Be transparent on who has the final say in regard to collaboration
Lambeth should stop being disingenuous admit relates to truthful and proper consultation.
Listening to the residents and supporting them is paramount because they could understand better what affects them most.
Don't ask too many people. It's wastes money. Hire talented, people outcome led experts to make decisions efficiently and quickly and most importantly in the best interested of customers affordable lives.
A strategy is just words. You need to put it into action properly. Your leadership team lie about complaints, repairs and resident strategy and engagement. Fix this
Consultations feel slightly meaningless and that the council pushes ahead with whatever agenda they support. E.g. Cressingham estate consultation found to have been a useless exercise that overrode residents comments
I think that residents' voices are far from heard especially poor people. Access to your councillor at surgery should be once a week. So that real voices of people are heard. Planning permission should not be granted to developers if it will affect people's right to natural light including reflective light and their right to privacy. Stop corruption in the council and greedy developers buying out council workers to push plans. If you don't do anything about this then sadly no faith in the council.
I see in the meetings on our estate that there is still a propensity to not listen to residents and to forge ahead in a style which still puts all the decision-making in the hands of the council, and there is not enough transparency of funding, income and what it is spent on.
All that is grand on paper but with the current cabinet structure it actually means that it is still not transparent. No one really believes that the points of Informing, Consulting, Involving and Collaborating would ever be truly acted upon. Come on!

I'm sorry - the council has claimed to do all the above and it has not. Biased information, dodgy consultations, ignoring feedback that doesn't suit you. I am not confident even that you have yet abandoned the appalling Homes for Lambeth plan to demolish attractive estates at huge expense & replace with far inferior "affordable housing". You have constantly been asked to take refurbishment seriously as an option. starting with providing independent & believable figures about the cost.
This doesn't go far enough, sometimes decisions need to be delegated to local people, as in participatory budgeting. The wording on this page doesn't imply any power sharing or coproduction?
The residents who can make the best informed choices about their environment – given the correct information and support to make those decisions. the residents have the lived experience in their neighbourhood and with the right support and advice can work really well in partnership with Lambeth Strongly agree that involving residents fully in the design of new homes, aiming at significant carbon reduction in new residential properties including a Passivhaus demonstration project
who are the residents - ? I am an owner occupier, will we be consulted?
This four-stage model seems comprehensive – and addresses the crucial issue of informing residents how their feedback has been used. Perhaps one of the descriptions could explicitly mention scrutiny – especially with the new consumer regulations set to be introduced in April 2024? We'd be happy to share learning with the council on our approach to co-creation and our Residents Design Forum, which provides a platform for residents to influence the future design of our homes and the aftercare stage of recent developments.
I am concerned about the Council consultations on proposals for where they live. For decisions on things like demolition and renewals I would prefer a fully transparent referendum approach so that residents get to decide what happens to their homes and local community.
This is a good approach; it is important to use different methods of reaching out to residents as they will not all be comfortable with a digital platform or at home during normal working hours.
It doesn't matter what Lambeth Council hopes to do because its not achieving enough.
This costs money & needs skilled staff. Need to improve timeliness & responsiveness of repairs & community infrastructure
Actually listening to what residents say rather than ploughing on with your plans regardless would be a good start
1 informing with clear information nice but, are you going to start. 2 consulting from my perspective means this is what we are going to do and we are not interested if you are not happy with it. 3 this is the same as 2 you can express your opinion until you are blue in the face but, it won't be listened to. 4 if only, you are only fooling yourselves. If you want to collaborate then your plans should be designed from the bottom up.
This is all standard stuff.
Please refer to previous comments regarding addressing the culture within the housing department and the need to appoint an external agency to run it
This approach sounds productive, however, there is a need to value active participation and recognition of this by providing incentives that residents say they need.
In my time in Lambeth, consultations have never really been true consultations where resident views are listened to AND acted upon. The draft strategy is inaccessible for most residents and this questionnaire has some significant flaws as it distils a very complex and dense document which: 1. does not use plain English 2. does not have enough data including financial data for residents to make informed commentary 3. it is not referenced. 4. There has not been enough public engagement to promote the strategy to those groups who should be classified as stakeholders. 5 Six weeks is not long enough for such a complex set of issues and a 7 year strategy that is already 4 years late.
Mitigate against residents adopting a NIMBY approach to proposals that would address the overall lack of social-rent housing in the Borough

Would be useful to get tenant feedback on repair jobs, from call centre interactions to the onsite contractor actions and attitudes. Then acting on this feedback.
It sounds like a good idea
I do not understand why a TMO which the residents rejected have the power to make our life's miserable by dragging us this transferring of our homes. This should not be happening
I think the last bullet point should be a top priority and suggest the bullets are reversed to stress this
We support this approach
None
We don't care about all this I'd say, just function properly. Getting repairs done, for a good price. Making housing available, whether that's new or current stock. Being as efficient as possible and sweating housing assets
Consider how we initially engage with residents and encourage new and young people to join the conversation.
It is a fantastic approach to involve the community with their proposals. Good examples are recent proposals to change street lighting, car parking, etc. when the Council asks us.
If the above points are followed then London will be a happier place to be in again.
Lambeth Council have made many mistakes and charged tenants and Leaseholders for unreasonable charges in South Lambeth estate. There no possibility to trust or move forward if Lambeth Council does not adjust the unfair charges and make the responsible pay for their mistakes.
Residents both tenants and leaseholders need to have access to regular meetings where they can raise concerns and where Council Officers attend and provide proper answers etc
All good. But most of all, Lambeth Councillors and staff might think about whether Lambeth properties are places where they and their families would like to live or would be happy to live.
Consultations are a joke. Attended by those who have access to social media only. Held at times when people are working. Have to book in advance. And they always appear as if the decision is already made. Residents views no longer matter to Lambeth but you like to give the appearance that they do. Residents have been unhappy in Lambeth for decades. New residents soon discover how incompetent Lambeth really is and seek to leave at the earliest. Older residents cannot afford to leave and watch the decline in our neighbourhoods.
Fantastic approach,, just need a team who will monitor these ambitions and that will take action when procedures are not being followed.
Take notice of consultations instead of using it as a tick box exercise.
I believe this all above was used, several times in the Cressingham estate, the Hondo tower (popes road) and you still went against there wishes. so means nothing more that the paper it is written on.
Strategy is fine, but as always, what matters is delivery otherwise it is just a lot of paper generated from talking shops with no resulting action which is what usually happens!
It's a good thing to work with the community. Working together as neighbourhoods can help bring forward solutions.
No problem with this approach but this is what has been on offer for years and it has worse not better.
not enough officers or residents interested. TRAs need to be gee' d up.
people will need much convincing that a new resolve to improve will deliver improvement so open and honest feedback of progress and problems at frequent intervals will be crucial
One way of having residents' opinions is through remote participation. This can be by having opinions box. I believe in this method because I know some people are not verbally expressive in a group, but do have great ideas when they put them down on paper.
I can only laugh considering your previous record & Kerslake
This is an excellent approach.

If the council actually acted upon their residents ideas and complaints then all this stuff about being more collaborative might be believable . However , it's all just empty words . You have no idea how to treat your residents and without a root and branch total reimagining of housing in the Borough then nothing will change . Change your management for a start . Many staff and councillors has been there for too long and are incapable of listening .
All of these are essential.
the theory sounds great - but the reality is very different... we have just experienced the complete opposite from Hyde Housing. My wife has been in tears and hasn't slept for a week.
If things are completely transparent and resolutions and targets are met then things can be comfortable for all involved. Who's going to be accountable?
Listen to feedback from existing residents on planned developments
Do it in a timely, meaningful way. Physical letter/leaflet to every home about involvement; posters locally; communicate information via local forums with good advance notice so information can be disseminated. In collaboration with local councillors arrange a number of meetings.
Big commercial private sector housing developers still have too much say due to their financial power
The report on resident engagement by John Swinney of Just Housing made a number of recommendations. Lambeth should facilitate the establishment of genuinely representative bodies of tenants and leaseholders to hold regular meetings with senior and accountable officials to discuss their issues.
Listen and respond!! At the moment, you say this is what you do but - it doesn't happen so - I repeat: Listen and respond!! Please care!!!
Actions speak louder than words. And tenants can spot BS a mile away. So to be believed, you need to DO what you promise, be very OPEN, admit mistakes when you make them and treat tenants how YOU like to be treated. Council meetings totally need to be more accessible and the council as a whole needs to be much more accountable via scrutiny.
Remember you are working FOR the residents of Lambeth. Council residents should not have their properties sold or demolished without their consent. Rents should be used for repairs. Don't run down estates and then say they must be demolished. Listen to residents and come to agreement with them. Don't settle fir second best. Lets have decent, people friendly housing. Involve psychologists in building planning. Use brick in buildings which last longer without problems. Remember we need trees and gardens and balconies to be healthy.
This is meaningless
Experience of LTNs suggests Lambeth knows what it will do and consultations are to give the illusion of involvement
The collaboration and our time and input HAS to MEAN something, for goodness sake we need HELP - you are our representatives so take us seriously.
Stop prioritising gentrification
If housing is being used by vulnerable people with educational needs include them and link with to organisations such as Aspire in park hall road who act as advocates. The same for young people, single parents and the elderly. Please look at surrounding areas such as local parks that serve as a life line to peoples well-being and mental health. Are there travelling vegetable and fruit sellers who will drive to an area where there is no afford fresh food sellers.
The past 20+ years of living here have taught me that no matter what we have said at so-called "consultations" the council goes ahead with what it was planning anyway and doesn't take any of our comments into consideration.
We still waiting for community gate on King's House
Making residents aware of consultations especially if it means they're affected by building works
It would be good to have a coproduction strategy with a coproduction advisory board (for council officers and residents) to deliver the housing strategy with agreed milestones following the consultation.

All residents (wide range) have to be able to share their views in a range of ways and consultations should be advertised in a range of ways with enough notice. Also to be meaningful and reflect residents have been listened to. Skilled facilitators.
Listen to tenants more so than homeowners. They don't care how we live.
Establish an independent resident panel from around the borough
That is a good standard of approach .
As much face-to-face contact with residents about future plans for their estates and homes as possible. Leaflets
You need to be clear about actions and times around estate management, including ASB and maintenance. Repairs and maintenance are inefficient and opaque. Lots of bad subcontractors doing sloppy work and no system to audit them.
Take people's view on board, not a strength of Lambeth council!
the current structure which is 5/6 years old has shown its limits including how Lambeth is ready to go and how participating residents are seen/considered - much to improve
No point asking residents for their opinion if you then to do whatever you intended to do in the first place
strongly tackle ASBO (Loud music playing and parties)
I don't trust my landlord a lot anymore! I don't trust the SHMOS, HMOs, repairs team and Wates! I don't like the way the street clean refuse collectors leave air recycling and bins all over the place and disrespect the tenants! Please show respect to your tenants! Keep up communication and always be honest with repairs and set example to our young people (those still left in the borough) to follow and trust! Show a lot of respect, empathy and compassion with honesty in further of care! Replace missing items taken from our homes by your repairs team and contractors, no matter what our status is! Thank you with God's merciful blessings throughout!
There is some good social housing in Lambeth but not enough of it.
I wonder how much has already been decided and whether the consultation is just a tick box exercise
it all sounds good until its put into practice- information is usual late - the consultation should be to everyone - not just the usual suspects, with leaflets and drop in sessions on the estate not miles away... involving should not be onerous - hours out of ones free time, and i have yet to see proper collaboration with the council
Fine as far as it goes but I am angry about the councils rather dismissive attitude towards the Lambeth Homeowner Association. It could help the council improve its relationship with homeowners.
Fine words couldn't possibly disagree. The problem lies with the execution. Until these words become reality, no-one will ever trust Lambeth. Why should they when experience denies the words.
Sounds nice, but I'll believe it when I see it. It would help if Lambeth put themselves in the shoes of a resident and read any comms before hitting 'send'. A lot of consultations (including this one) feel like they're done just so that Lambeth can claim that they've engaged with residents, rather than actually taking action from the feedback.
How this information will be communicated will be key.
Make sure that residents have a say when properties are due for demolition or refurbishments as in the past this hasn't been done and whole communities have been dispersed to different areas
Make sure that any consulting event are made during the day as well as the evenings so that working people can participate.
Sounds well intentioned, but from past experience, nothing actually changes for the residents.
Just recognise that some tenants might be working 2/3 jobs between them and don't have time for meetings . they just need their repairs doing and their estates managed well and neighbourhood issues addressed

Feels like there is already a lot of consultation and endless talking, and not a lot of action
There needs to be a clear understanding of how much this will all cost and where the money is coming from and who from the council is responsible
This strategy hasn't worked with Lambeth council historically, I don't have any faith in Lambeth council being about to achieve anything in the future - hopeless
All of The Above Sounds Complete and inclusive if Properly Carried Out
Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.
I have been living in Lambeth for a few decades and I never felt that I was listened with a positive outcome. So, can you please, let me know what changed?
We have been speaking out for years and nothing has changed Prioritise those paying service charge or don't charge it
Lambeth Council has a history of collecting local response information strategically to garner support for 'regeneration', when multiple local lobby groups are systematically working against the destruction of their homes. It will be interesting to see, in this consultation process, if local opinion, thought and feeling, is truly considered.
Democratic institutions require diversity and representation. Lambeth council is not diverse and representative because of the voting system and absolute labour control over decades
Sounds good as written but need to become. true, with proof
At the moment I have no trust in the council with their current timetable regarding repairs.
Please reply to emails sent to the homeowner email address. I haven't received a reply to an email sent to that address for over a year.
Getting the job done? Yeah, thanks for informing, consulting, involving and collaborating. But we want to see results. Get the job done properly! That MAY help gain our trust back.
Why are you only focusing on residents? Why are you not engaging with private landlords too? Or do you just take the lazy view that they're all evil money-grabbing ***** so aren't worth engaging with?
It's definitely a good idea- moving in the right direction for sure. I think if you can achieve this, it would be great! Hope it's sooner rather than later.
The approach to build new homes specially in the North Lambeth area is sad. Having seen how ugly some of the buildings are and how much anti social behaviour it brings it's just a sad state of affairs. Concentrate in knocking down really run down areas and creating a more environmentally friendly homes together with the private sector or investors. Repairs only are temporarily and will only last for a few days/ moths or years.
I feel that our block has been forgotten about,
Regardless of what we feel or say Lambeth does ignores our choice and do their own thing especially when it comes to redecoration
I believe this is another PR practice and the lip service by the Lambeth council ad there are layers and layers of incompetent and corruption in the council
I'm a leaseholder with Lambeth and I have lived in the borough for over 20 years. In the past, consultation with leaseholders was much more democratic and transparent. It is currently opaque and overly bureaucratic just to tick boxes not really making any difference or critically improvements to Lambeth's housing services.
Try to get online meetings on zoom so everyone can attend. No one has time to come and attend face to face meetings.
Keep to this promise . Instead of printing it on a leaflet get it done
Good priorities however council have reputation for not listening to residents and carrying out tick-box consultations. Lambeth will need to prove to residents that they are actually trustworthy and honest.
Thank you for inviting our comments.

I agree with approach. However, more information is needed by residents on the context, trends, weaknesses, threats and opportunities that provide the rationale for the strategy.
Listen to their tenants instead of brushing them off. And get the works/ help which is needed done
All the processes are expensive and take too much time. More efficient ways of working are required
Perhaps residents on benefits should as part of their claim have to take part in these schemes , even learn estate cleaning or doing litter picks. On other estates sounds Draconian however they will learn and police their estates
Please also consider the lack of diversity at the top level of local government. Yes, plenty of BAME personnel working for Lambeth, but have a look at how few are in higher management positions.
This is all hot air. You lost the trust of residents by your actions - or inaction. No one will believe you can ever get it right.
Just fix the places
Opposite at the moment is four work men's containers as works are being carried out in the flats opposite. These containers are taking up car parking space and causing problems for the drivers on the estate - this all happened so quickly and we, as an estate, were not consulted which caused a lot of anger towards the council. So being honest and upfront with your residents and not leaving things to the last minute would have been preferable.
Unfortunately many tenants might not be able to spare the time.
Sounds good in theory, but does anyone at the council actually take any notice. There used to be a leaseholders' forum in the south of the borough which was useful, but has since been discontinued.
You need to consult before and after informing.
Maybe try consulting people before you make decisions rather than afterwards. Maybe even try consulting because you genuinely want to know what people want rather than because it's a box needing ticked
None of the above suggest Lambeth will act on what it learns from consulting, involving and collaborating. It sounds like lip service without a commitment to act on what is learned from residents. Trust is earned, not workshopped.
Could you please let residents know who their housing officer is and provide contact details. Too many don't know who to contact or how to contact
I am not very confident with these proposals
All great, but, you need to add "PROTECTION" of our mental and financial health, from rogue contractors who abuse your process and apply wildly exaggerated, inaccurate and inflated charges.
I have been a resident in Lambeth for 12 years. It is shocking how unprofessional the council runs its maintenance. The rising costs of services charges and how they are priced are crazy. Aren't we suppose to work within a 9% inflation rate?
that's just a list. involve early, consult when there is scope to influence, inform in accessible ways and offer opportunity for questions - that sort of thing would help
Keep your promises!!
The approach to resident engagement outlined in the strategy appears to be a well-rounded and comprehensive framework for building trust and fostering collaboration between residents and the organization. Here are some considerations and potential suggestions: Transparency: Ensure that the "Informing" phase provides not only information about decisions but also the rationale behind them. Transparency is crucial in building trust. Residents should understand not just what's happening but why it's happening. Two-Way Communication: While the "Consulting" and "Involving" phases focus on obtaining feedback and input, it's important to emphasize the importance of actively listening to residents. Demonstrating that their opinions are genuinely valued can enhance trust. Timely Feedback: After the "Consulting" phase, it's essential to provide residents with timely

feedback on how their input influenced final decisions. This can demonstrate that their feedback has a real impact on the decision-making process. **Accessibility:** Ensure that engagement opportunities are accessible to all residents, considering diverse demographics, languages, and accessibility requirements. This may involve offering digital and in-person options for engagement. **Capacity Building:** In the "Collaborating" phase, offer support and resources to residents who want to actively participate in decision-making. This can include training, mentorship, or guidance to help residents feel confident in their role. **Feedback Loop:** Establish a feedback loop to continually assess the effectiveness of the engagement approach. Regularly gather feedback from residents to make improvements and adjustments as needed. **Varying Engagement Methods:** Consider using a mix of engagement methods, such as online surveys, public meetings, focus groups, and one-on-one conversations. Different residents may prefer different methods, and a variety of approaches can reach a broader audience. **Clear Reporting:** In the "Informing" and "Collaborating" phases, provide clear and concise reports that summarize what was discussed, the decisions made, and the next steps. This ensures that all residents can easily access and understand the information. **Conflict Resolution:** Develop a mechanism for resolving conflicts or disagreements in the decision-making process. This can help prevent trust issues from escalating and demonstrate a commitment to fair and inclusive engagement. **Long-Term Commitment:** Building trust takes time, so it's important to maintain a consistent, long-term commitment to this engagement approach. Residents are more likely to trust an organization that consistently engages and involves them over time. Overall, this approach appears to be a strong foundation for resident engagement. By implementing these considerations, you can further enhance the trust-building process and create a more inclusive and collaborative environment with the residents.

No comment but reported incident to estate office who called some time after and gave me a deadline to take pictures and send in. Was unable to provide pictures on the deadline estate officer did not show to see us.

I think all the above, in theory, already happens but the same poor partners are rehired and results in the same overcharging for poor works, properties left in disrepair, tenants and leaseholders ignored and disrespected. I can only imagine for the honest people in Lambeth trying to improve things it must be terribly frustrating as well. Until the underlying structural organisational issues are fixed this exercise will just rearrange the deckchairs

I feel that most council decisions are already made and set in stone by the time residents are consulted and there isn't any influence realistically possible anymore.

Needs a whole culture reset by officers if genuine involvement of residents is to be enabled. Also a reset to build trust among residents officers, There is currently very low level of trust.

Good idea

I hope this survey is read properly and leads to solutions that will take everyone's advice, concerns, complaints and suggestions seriously and act on it as necessary.

Bring back housing forums and the tenants Council.

So far regarding my repairs which I believe the council has done everything it can NOT to do them luckily I kept all the repairs that I've asked for over the last 5 years so I have a good case against Lambeth council

I feel that Lambeth asks residents for feedback and opinions and it is not factored in to their response or actions. The general consensus I have heard is that people feel it is a tick box exercise but the thoughts and feelings of the majority of Lambeth residents that I know feel they are not taken into consideration and Lambeth will do as they please.

You never listen anyway so don't see why that would change now...

Just implemented it correctly. Don't tell people last minute when things are happening (such as workshops etc) and send round flyers with the incorrect details (which happens far too often)

We need more help for disability people in lambeth

And also, people would second languages and learning difficulties will help have information. Where to see help and where is accessible? Will be more helpful for People, who can't speak English and people who speak Bengali Spanish. They actually don't speak the official language. Rather, local Dialects which is much different from the official language. Create more difficulties for younger generation. Who cannot seem to find the right definition to the word.

This is all fine, but I find you aren't very good at any of this and I unfortunately, don't believe you can do it - there is no will to change. You seem to only consult some residents. you need to be better at asking the right people the right questions.

Resident here trusted you, engaged with you, worked with you , yet you reneged on everything. All residents here ever asked for was clear and meaningful information in a timely manner, yet over the last four years of demolition and construction, this NEVER happened. The only way to regain any semblance of trust is to carry out your promised lessons learned exercise, in order for YOU not to repeat the same errors again .

The relationship between residents and Lambeth has pretty much broken down where I live. Unless Lambeth step up and keep some important commitments to improving our housing, no one will engage - those of us that still do keep hearing this from our neighbours and its not surprising. Actions speak louder than words.

The Lambeth Housing authority needs to be much more effective in the management of its portfolio. including subcontractors, communications etc Look to Wandsworth for good practise

The consultations often feel like decisions have been made by the Council in advance so be honest when people can't change things as this makes people disengaged

Equalities

We are committed to improving the housing options of all our residents and believe that overall this strategy will benefit all residents regardless of age, gender, pregnancy, gender identity, marital status, race, religion or belief, disability or sexual orientation.

The survey asked respondents, to what extent do you agree with this statement and, if you do not agree, please tell us which groups you think will not benefit from these proposals and why. Respondents added their comments regardless of whether they agreed or not, so all responses have been included.

I don't believe any of you are committed to improvement. only to short term solutions of outsourcing your problems and lining your own pockets.
Disabled people who are not physically disabled are often unfairly considered lower priority by Lambeth Council. For example, the impact of stairs on a physically disabled person is considered more important than the impact of housing insecurity, or anti social behaviour, or homelessness on an autistic person. This needs to change.
Just keep it to "all residents" - everything else is irrelevant
What about class or socio economic background, neither are mentioned, many residents that have traditionally lived in the area have been priced out.
You won't put this isn't action
I think multi ethnic people are often voiceless as they are not given enough chance to express themselves
Vulnerable people and those in temporary housing. These are often the young, or the elderly. People of black and ethnic minorities are disproportionately affected by poor housing and service.
Sadly, I do not think this is realistic within government policy, and think we need to monitor services and budgets very very tightly, and come up with SMART achievable targets where small steps can be measured jointly with the public.
there appears to be a strategy but no plan to deliver it.
Need to address economic income inequalities of housing in the borough to in a culture where homes are the key indicator of personal wealth. A large number of 18-24 yr. olds adults live for a short while (6 month tenancies) in Lambeth. They need lower rents for longer tenancies so the spend a less % of income on housing
I doubt this will be the case in reality -it's an insanely ambitious statement. ALL residents will benefit? I doubt it.
I am not sure from the questions you have asked in this questionnaire or in the housing strategy who WILL benefit from the housing strategy. There are no clear measurable targets or anything that the council can be held accountable for.
Again, Lambeth just stick to housing and housing those most in need
Lambeth Council has proven to be unable to improve the antisocial behaviour and crime on our estate, which creates an unsafe environment for everyone. Despite having cameras and residents complaints, it takes too long for any action to be taken.
What does that even mean. It's a pointless statement that has no impact on the number of social homes or their quality and the quality of the upkeep! Stick to the basics!!!
another statement used before... Repeat
It would be great if you could - the gap between the theory...
There is hardly any support
I believe priority would not be the same. Where I live, we all live in studio flat despite our circumstances. I am a single person, I wouldn't be a priority before a couple with children or a person with disabilities.

as a white not pregnant woman, always felt I was bottom of wait list, over 10 years on waiting list, not one offer. Yet black cab driver I met on list less than a few years had offer in both Lambeth and other borough!
I don't believe you got a moment. You need to build more council accommodation . You need to allow the homeless or those in temp accommodation to move into the many empty homes on the estates you want to demolish . Leaving tenants in limbo for up to a decade is inhumane . Having decent empty properties I'd disgusting.
I agree but as a member of Lambeth Citizens, we understand the pressure the council is under with extensive budget cuts from central government. So we wonder how this implementation is possible. We hope it is!
By all the changes taking place in Lambeth it is clear who is being left out .
I would need to see actions being delivered before I believed any changes were being made. The strategy does not appear to discriminate against any particular group.
So you're trying to get people to agree that you have these commitments? How would we know what's in councillors' minds, other than keeping themselves on the council?
In private planning applications there is no scope for mentioning these factors
Keyworkers they don't have any priorities which you should consider
In order to gain trust back, you'd have to stop prioritising gentrification, and show some consideration for the people that have built this community, which happens to be ethnic minorities
My sex, disability, race and marital status is absolutely discriminated against
Lambeth's staff profile and contact centre set up I went in and was told to call as they worked from home
I found this survey completely by accident looking for something else. you have not attempted to share this with all residents.
Up to now I have not seen any evidence pointing in this direction
policies do not make things happen nor plans though they are required, actions do
jo is never getting done
This is not displayed in your service output, towards all your tenants, as a service provider!
I hope its true
Is this for real this time? Only by manifestly walking the talk will this be credible. Simple rally. Just do what you say and root out and expose everything that does not meet the criteria.
All of them. What I've seen so far tells me that none of this will really be effective, so none of these groups will benefit.
Seeing is believing..
Homeless people should be a priority whatever their gender/race etc
Whilst the idea to improve housing options for all is a good one, this will greatly disadvantage the disabled, who are already extremely limited when it comes to housing.
You have not included considerations about the impacts of air pollution in your housing strategy and the health impacts of air pollution to some particularly vulnerable residents including older people, infants and children and pregnant women and their unborn children.
This is common sense and should not be stated.
You are committed to privatising council estates and funnelling money to private developers
I agree, but I don't believe you. Actions speak louder.....
With limited funds you have to focus to gain the max effect. This just sounds like a scattergun approach with not enough on each area to be able to make a meaningful impact.
Our estate manager is invisible. So how can they improve the estate on all the above points outlined above?

Based on noted priorities, very few will be benefit from this strategy.
I am concerned that the priority given to new development will be at the expense of maintaining and improving the existing property stock and surroundings, which would be detrimental to all residents.
Those living in estates
I don't believe you'll ever improve for any group.
It's hard to say right now, at times I think not. But if you are committed to change then all good.
What does all this stuff have to do with housing?
It's not saying anything. The proof is in the delivery. What are your actual plans?
I do agree but you have to consider the intersectionality of all of those identifiers. Better housing won't help if the streets are still over-polluted; or if Black people continue to be routinely prejudiced against by police and other support services.
Because of my experience
PR spin. This was also said when you regenerate the whole area in Vauxhall for non doms.
increasing density of housing will impact on children negatively
Is the commitment really there?
Unless the council acknowledge there are genuine problems with housing services residents whatever their protected characteristics or none, won't benefit
You are not taking any notice of your findings you only see what you want to see
As a leaseholder, I can barely afford to pay the extortionate major works bills or service charge (which we barely see the results of) and I seem to be paying to keep this building from falling down, while others who rent or council tenants don't need to worry about this.
"Sex" is a protected characteristic under the Equality Act 2010 - not "gender" and not "gender identity". Why can't Lambeth even get the basics right? What about adequate lighting for the safety of women walking home and things like this. Why are you ignoring SEX discrimination?
Illogical unreasonable to live alone in a 5-bedroom home because you spent x y years they never to think its councils property and rented!" And the scheming lies they hide when partner or spouse claim to be separated when in reality to take people like us our rights our hopes of a better home but unfortunately because I have less numbers being the other half of partner, even though I count myself as family member with mental health issue on worse side and not sleeping in same room as partner.
Leaseholders in council-owned buildings are often ignored and are treated poorly. I don't think we will be benefit from any of this.
You can't even be trusted to enact statutory Reasonable Adjustments so unclear what this even means.
You need to place more emphasis on those with serious mental health conditions (psychosis).
None of the above should not be taking into consideration, the only thing should be is disability, as you don't build a home if your male or female unless its a toilet which might be changing. you build a home so you can eat sleep and keep dry and warm.

If you have any comments on any part of the strategy not covered elsewhere, please tell us about them here

Actions speak louder than words. When we see some delivery of some of these nice intentions we might be more motivated to engage.
Estates need spaces to sit and socialise safely. I'd love somewhere that I could sit and read a book without having to look over my shoulder

I worry about the amount of private developments , very tall buildings that have been built recently that are empty. Who are they for? the international buyers?
None
The benefits of regeneration/ gentrification of Lambeth should be shared and not solely for newer middle class residents who benefit from rising property prices. Focused efforts should be made to break intergenerational poverty and inequality by supporting poorer Lambeth families to ensure they have equality of opportunity.
I believe that British people should be prioritised over asylum seekers etc in the Borough. I have been waiting a lot time to be moved
See previous comments re lies, fraud and unwillingness to engage.
It seems like this questionnaire is built with a preplanned agenda not convinced by it. Personally think it will be manipulated to say we have asked people in order to present another box being ticked. walk the walk don't talk the talk
You need to give priorities to people with disabilities, vulnerable people and people at the risk of homelessness. Overcrowded families and households should not be priorities
It is one thing to have the strategy, but how do you get the workforce to put it into operation. I think you really need to look at the staff structure as computers do help with some of the monkey work but you would have got a lot more out of me if a person had of been asking questions and probing, rather me just doing some quick flip answers because I am tired
You need to review your waiting list. Hasn't been done for years. You need to embrace the once-in-a-blue-moon opportunity on the South Lambeth Estate to refurbish the empty block instead of demolishing it. You could find out the real cost and any disadvantages in a small pilot project. This kind of work would save heart-ache and serious money, repair your v damaged reputation with local residents, show real commitment to climate responsibilities, make LBL potentially a leader in the field, create jobs and training in relevant skills - for further use.
Could you develop an initial public forum and start sharing details of budgets and policy options on an incremental basis , to build involvement and understanding. We at Citizens UK Lambeth might well help with this.
sdsds
We're pleased to see the importance of joint working between the council and housing associations referenced in the strategy and look forward to continuing our participation in the Lambeth Housing Partnership.
Lambeth needs a super ambitious strategy for housing. We need to ensure that there is strict licensing and repercussions for bad private landlords and the proper support for tenants.
No further comments
Much of social housing in Lambeth is poor quality.
The practical priorities look promising -need a detailed action plan published with strategy in Jan 2024. Wider context helps anchor a strategy-and tell the story better. Concept of council housing is about 100 years old .A review , at London level, is needed of its purpose and its target customers. Any new council homes need a substantial subsidy which limits volumes. Savills survey has indicated a massive budget to maintain existing Lambeth council homes. What will be left for new build? More & more low-income households are in poor , often illegal , PRS lets. London does not have the capacity for extensive enforcement. Lambeth and London need low rented quality homes for essential workers on LLW -regular 35 hr week means £24k pa . Public services need low rented quality homes for skilled workers on average wages. What demographic model is Lambeth council Housing aimed at? Where do Lambeth's young people move to from age 16-30? What impact does regeneration/ gentrification have on borough?
Set realistic goals, against a realistic timeline and deliver that. No need for lofty statements which no one stands behind in reality.
Concerns that families in some Domestic Violence cases are not being prioritized under safeguarding guidelines.

<p>There is a very great danger that the Council will not have the resources, both capital and revenue, to achieve all its aims. Concentrating on making contractors comply with their contractual obligations would help</p>
<p>Just to emphasise the importance of getting council house/flat repairs done quickly to a high quality and during the process for the tenant to be kept informed and treated with respect by all those involved from call centre to subcontractor</p>
<p>Bebe going to happen empty words like before</p>
<p>Housing is important, but also incredibly important to ensure that houses are created in a way that also ensures the communities that people move into, feel like homes and not just shelter</p>
<p>The council should have a designated person who works with private Landlords to get information on how they are protecting the residents and the same designated person should also have a private discussion with residents, if the residents want to and without fear.</p>
<p>Please see point 10 which affects private landlords</p>
<p>This is a very wishy-washy strategy. Nothing one can disagree with, but there is no detail on how you are going to achieve it!</p>
<p>Landlord should be treated as partner not as "dodgy landlord". Over the years, I have always taking care of my tenants greatly, because when I was renting in London, I was struggling, renting a room, no money left for my bus to go to work and neither food, I was working in hotel as room attendant, had lunch provided. Had to get a second job to pay for the bus. Therefore, I was paying electricity and gas for my tenants as bonus, renting only two bedrooms, has a dining room and a sitting room but guess what, starting 2012, tenants were renting out the other room and pocketing the money, the heating was left on all day, etc. Decided not to pay gas and electricity and rent the flat as 3 bedrooms after checking with council. I am sure there are more good landlord than bad ones.</p>
<p>wasted money used by the council... being put elsewhere instead of into your housing stock. Estates have more done for them than a council flat in a house on a street.</p>
<p>I think there is a fundamental gap between what you think and what you achieve. The Right To Buy has caused an enormous problem. There never should have been a sell off of social housing. Therefor you need to separate the Leaseholders from the Tenants. Please re-examine that structure. The Leaseholders should not be your Cash Cows. Politically this is a major challenge. I can wax lyrical on this topic. But if you solved the basic contradiction, everything would run more smoothly.</p>
<p>the leader of the council needs to include progress with improving the repair service in her regular bulletins and apologise for the terrible service so many have had over many years</p>
<p>Do better, you seem to have no sense of how pompous disconnected & uncaring you generally sound</p>
<p>I would like to see help with people in Shared Ownership more than 20 years who are unable buy further due to age, to have the lease lengthened as reasonable price.</p>
<p>Listen , have empathy , properly co operate with residents . Employ professional well trained staff who care . Look at the money you spend on consultancy and your legal dept . Stop ploughing millions into your failed HFL vehicle .</p>
<p>You should be much more conscious of the impact of your regeneration plans on existing residents - it feels like a "cleansing" operation and we are just swotted away like flies</p>
<p>1. Accountability with consequences - Lambeth managers and heads of departments along with the MP for that area i.e. The Head of Housing 2. Every single resident being treated equally 3. Outside / Inside contractors being held accountable with large fines included in the contracts regarding timescales of completion of works and quality of jobs taken on and customer service, before committing with them on a long-term contract. Put in place as a deterrent. Lastly trained supervisors to do unannounced spot-checks of the contracts whilst on site and monitor them evening getting feedback from the clients. Thereby keeping them accountable on track and on schedule.</p>
<p>The time has come for Lambeth Council to see the Bigger Picture. This involves the Climate Emergency (for which you signed up as being important) along with The Kerlake Review and the fact that the Ombudsman is doing the first ever review of an actual council (because</p>

<p>reports have shown the situation to be so terrible!! Decisions on policies that were created in 2015 (or so) need to be re-examined and changed. 'Regeneration' that involves demolishing whole estates is proving to be the least helpful process. Communities are being ripped apart; wellbeing is not being nurtured and carbon emissions are being ignored. There are many clues to show that these policies need to change - not least the views of many architects that say the greenest building is one that is already standing. The number of people who could be housed in the number of buildings that are standing empty shows small-minded planning and ignorance of the Bigger Picture. Our lives depend on you, Lambeth Council. It's about time that you made real efforts to provide Real Change. Why don't you check out Doughnut Economics? You might be able to imagine (and even create) better ways!!</p>
<p>I would like to see much less emphasis on building homes for sale to cross-subsidise council homes for rent. Reverse your demolition programme. And increase the accountability and DEMOCRACY in the council. Get rid of the cabinet and have ALL democratically elected councillors being more involved in the council.</p>
<p>Build a campaign across the Borough directly aimed at landlords to request they do not up rents if they do not need to (make the case). There are landlords who only get the estate agent rationale without a thorough understanding of the consequences of rent increases</p>
<p>This is a sham survey.</p>
<p>Keyworkers priorities - we deal with so much as you cannot even think what means come back to a place to call home and know you can have peace and quiet.</p>
<p>Notice to be given to tenants before works and roads are closed</p>
<p>Converting unused offices into housing. Forcing constructors to build for locals not overseas investors, who buy off the plan before the building is completed. Land is being taken up by luxury high rise buildings that stay empty because they belong to foreign investors. If a property is empty for more than a year, the council should be able to take possession of it and use it for those that don't have homes.</p>
<p>Be good and keep your promise</p>
<p>Is this a housing first approach to homelessness? How many additional houses are you hoping to build/refurbish?</p>
<p>Please look at things from individual's perspectives in relation to their own situation and all the positive and negative elements of it in order to understand and deliver what's needed. We're living with things feeling broken. It makes our lives and well-being feel fragile. There is resilience and it can be developed further if the strategy is meaningful and genuine. Thank you</p>
<p>Young carers need their own bedroom as an adult carer would have. A child helping as an adult plus study needs space for their own mental health.</p>
<p>Excellent statement.</p>
<p>Homelessness</p>
<p>Lambeth leaseholder should be a separate household type of the first page of the survey. We pay service charges to maintain estates, and engage via residents associations, and do a lot of unpaid, voluntary estate maintenance like litter picking and gardening. Your understanding of these results would be more insightful if you understood the experiences of owner occupiers living in Lambeth estates, and dealing with repairs teams and officers, compared to owner occupiers in general.</p>
<p>High-rise buildings above six floors is undesirable and isolating and attract crime. Lambeth should maintain its garden appearance and avoid increasing the density of property so much that the area becomes oppressive, as has happened in Vauxhall.</p>
<p>strongly tackle ASBO (Loud music playing and parties)</p>
<p>Using small sites to deliver housing is important and is not in the strategy. Housing benefit and council tax arrears are a huge problem in Lambeth. Residents can really struggle to engage with Lambeth Council on these issues. Lambeth Council should review how it is delivering these services, ideally a review carried out by a third party and in collaboration with organisations such as Citizens Advice Merton and Lambeth.</p>

<p>I wonder if you have ever considered arranging for senior officers to live on a Council run estate for a limited period so as to gather some " lived experience" of the state of the buildings , the quality of the external landscape and the priorities of the residents.</p>
<p>Please stop telling us you are going to put it right you have a new service like the Arbitration team, yet they appear as though they do not even exist! Be truthful to us please! Stop giving us false hope! Stop letting us waits years to repair the property and say you have no funds! Then you hear on the news how much millions you have received to upgrade our homes but we do not see it manifest! Please return my missing, removed laminated hardwood floors that I purchased! Thank you with God's merciful blessings throughout !</p>
<p>building new housing is a good idea but huge tower buildings are not great. So I worry about that.</p>
<p>there should be a way were tenants can speak to someone about there rent rather than on the computer- if things go wrong with the calculations or someone gets into rent arrears there must be a housing officer who can look into it and help the tenant to sort out either their benefits or help with a payment plan for arrears- just sending arrears letters when someone doesn't think they are in arrears is very stressful esp. the elderly- anyone over 70 should not be sent arrears letters until a housing officer has looked at the case.</p>
<p>As a single person in her 40's in a professional role but from a working class background (so no bank of mum and dad) I face no option other than private rental - affordable has to mean 'on one income'.</p>
<p>There are very many private/ shared ownership of leaseholders in the borough who struggle with their mortgages due to high interest rates and the cost of living crisis. Imposition of significant increases in service charges and poor property management compound their problems. This group of residents in LAMBETH and their needs should not be overlooked. Perhaps an advice service for them re their rights and the introduction of a voluntary Code of Conduct for Landlords responsible for large swathes of property in the area could be considered?</p>
<p>Adult children who have lived in the borough all their lives should be given some priority as this gives people a community and family help close by. At the moment young people cannot afford to live in the place they have lived in all their lives</p>
<p>The residual is action of council housing is having areal impact on the wellbeing of tenants living on estates and the ability to build capacity in communities on estates . It is hard to manage the competing pressures of homelessness and lack on investment but if we continue to house only the most vulnerable and the most in need on lambeth estates and social housing we reduce the capacity to lift these communities and make them feel like safe and vibrant environments to bring families up in . Is a difficult one but need to find ways to house those who are less vulnerable and working such as teachers, nurses and police in these neighbourhoods . Not sure how make it work in an allocations policy but need social housing to be more like it was pre RTB . Then social housing offered opportunities for children to study and get rest ad enjoy family life in a safe environment . many of our estates are not safe and families live in fear once outside their door .</p>
<p>The strategy should also consider residents in private housing who pay council tax to fund housing for council residents, yet whose needs are consistently overlooked</p>
<p>Lambeth Council need to return to areas they have started and not finished preexisting works on, among them the St Martin's Estate and Palace Road Estate, both of these have had extensive works done in the last 4-5 years and yet at no point have concerns by residents (both council-tenant and leaseholder) been addressed, nor have works been fully completed despite repeated attempts to have this rectified.</p>
<p>Also the people that Lambeth hires for repairs, they miss appointments, they are sometimes rude and they do a minimal repair work because Lambeth cannot afford to pay the main job to sort the problem</p>
<p>Lambeth Council, as responsible local governance, cannot ignore the non-negotiable environmental imperatives of protecting against an amplified embodied carbon 'bill' in the current estates 'regeneration' plan. It simply isn't acceptable. The UK is in the top ten</p>

wealthiest countries globally - all the resources exist: expertise, industry innovation, sustainability leadership - to take the opportunity to recant on outdated and overly expensive demolition and 'regeneration' plans, and rather take up a meaningful path of scaled affordable social housing retrofit borough wide. This strategy would make Lambeth Council a London leader, not outdated and overly expensive, destructive 'regeneration' imperatives.
You don't care about Brixton
I've been needing to move from years ago I was told by lambeth once my children is old enough in which in I haven't moved as yet.
Lambeth Council is directly forcing up private rents, through its actions. And you don't even understand that you are. Did you know, for example, that once a rental property is classed as a HMO - not only does the interest rate payable on its mortgage go up, but the number of lenders who will lend on it plummets? And this obviously either gets passed on to the tenants, or results in the property being sold. Both of which drive up rental prices, without improving availability or cost of property. So your badly planned HMO policy - especially on 3-bed properties, which sensibly should not be included - has DIRECTLY made rents more expensive in your council area. Bravo. If you understood the rental market better, you would have realised this in advance. You're making your own residents poorer with draconian interventions.
Please include the LGBTQ sector in this sector. When giving homes away. I once had a lady who asked me to rent her a room only because she wanted to prove to the Council that she's been living in the area for six months in order to get a Council home. She mentioned she lived too far away and wanted to be in the area. Lambeth should tackle this problem and give homes to the people who really need it. Also concentrate on the amount of people living in a two-bedroom flat! I've seen a family of three, four and five kids living in a small two-bedroom flat. Overcrowding families in small areas should also be your concern.
Nothing for now.
I believe young people with or without children should not be place with elderly and the disabled
I hope this is not another tick boxing
You need to provide a meaningful and useful service to leaseholders too!
You didn't get any innovative new strategy. All I read is repetition and words gimmick.
Proper staff. Proper responsibilities .accountability. Nice emails from the Council leader about planting more trees: v v good initiative. No doubt. But tenants need proper accommodation.
Very little mentioned regarding housing allocations. Nothing mentioned in dealing with incompetence within the council. Planned priorities are the same issues that are supposed to already be prioritised in current strategy but that has not happened. There is no confidence in this council.
Inadequate explanation of the rationale for the strategy and balance of priorities.
Actually, executing the objectives
Better powers to enforce antisocial behaviour caused by Lambeth resident and evict them from rent may investigate being a London council with better powers to control bad behaviour
I have many repairs to do in my home. I have called and had repair men come, mostly they say they need to come back and finish the job and they never do; hence I have windows with no handles and one that actually hangs off its hinges. I have had to pay out for a shower to be installed and new taps as my mixer tap put in by the council did not mix and the water pressure was not very good, I lived like this for about 4 or 5 years and saved the money to pay someone to come and fix it and put a shower in because the council refused to help me. I should not have had to pay for this myself, but I have two children and it was causing all sorts of problems not being able to have a 'normal' bath!
Some of these ideas should have been in operation for years.
You're not talking about measures to help residents tackle the causes and impacts of climate change.

You need to ACTIVELY pursue improvement in your maintenance, repairs and associated billing process to make them more transparent and make your DEFAULT to take the side of your residents and owners when they alert you to financial and quality abuses, rather than defaulting to defence of your contractors in the first instance.

Your commitment to improving housing options for all residents and your emphasis on inclusivity in the strategy is commendable. However, to ensure that the strategy genuinely benefits residents across all demographics, you may consider the following:

Intersectionality: Recognize that residents may experience multiple forms of disadvantage or discrimination simultaneously (e.g., a person with a disability who is also a member of a minority race). The strategy should consider the unique challenges faced by individuals at these intersections.

Cultural Competency: Training and awareness programs for staff and decision-makers can help them understand and address the diverse needs of residents from different cultural backgrounds.

Accessibility: Ensure that housing options are physically and digitally accessible to all, including those with disabilities. This includes making accommodations for people with mobility issues and providing information in accessible formats.

Affordability: Consider the economic diversity within the community. Affordable housing options should be a priority for all residents, especially in areas with rising housing costs.

Outreach: Proactively reach out to underrepresented groups or communities that may not traditionally engage in the housing and planning process. Ensure their voices are heard.

Anti-Discrimination Measures: Implement clear anti-discrimination policies within housing programs and procedures to prevent discrimination based on race, religion, gender, disability, etc.

Data Collection: Collect data on the demographics of those accessing housing services to ensure that resources and programs are reaching a diverse cross-section of the community.

Culturally Sensitive Services: Housing services should be culturally sensitive, taking into account different cultural norms, values, and traditions. Residents should feel respected and valued within their cultural context.

Feedback Mechanisms: Establish channels for residents to provide feedback and report discrimination or bias, ensuring these channels are easily accessible and safe for reporting.

Education and Awareness: Promote education and awareness programs that highlight the importance of diversity and inclusivity within the community and the benefits it brings.

Partnerships: Collaborate with local organizations, community leaders, and advocacy groups focused on diversity and inclusion to gain insights and support in implementing the strategy.

Regular Assessments: Continuously evaluate the impact of the strategy on various demographics, adjusting it as necessary to ensure its effectiveness for all residents.

By addressing these considerations, you can further ensure that the strategy is not only inclusive on paper but also in practice, leading to improved housing options and opportunities for all residents, regardless of their backgrounds or circumstances.

Help people with drug and alcohol problems find somewhere safe to live after they attend rehab to give them a goal in life and somewhere to call home.

Am happy you know you are taking some interest. Look forward to outcome.

If you can really deliver the change required then it will be good news for all but I don't see the underlying structural issues being dealt with

You didn't even have a category for Lambeth leaseholders at the beginning - shows how sidelined the nearly 10,000 of us are. Home owner doesn't cover us as hoe owner includes freeholders and leaseholders of other freeholders.

Regular visits to see the genuine state of these buildings. This way, issues could be resolved far quicker for smaller jobs, before they become far worse problems.

Please don't forget the safety of women who are discriminated on the basis of their sex. We want to be able to walk home safely.

Your saying All these years people in positions of management and supervision should be either be given a well structural training program help to do their job well and efficiently and account those who benefitted from the higher position. Being at a position of environmental health a masters degree in French literature when it requires a law degree. Taking Lambeth

back to the times of 1995 was far better compared to now, when there were cutbacks by government. Below the standard service, lowering and shunning Lambeth putting a setback.

I can't see anything about the ramifications of bringing Homes for Lambeth 'into' the council. The financial implications must have an enormous bearing on this strategy, so it seems odd that there is no mention. Does the failure of HfL for example, mean rents will increase on current properties?

Communications need to be better. I frequently get out of date or short notice of events that I might have a stake in, or end up going round in circles on council websites that no longer function or don't function properly.

Management capabilities!!

You ignore freeholders and leaseholders. You don't state what you will do to regain broken trust.