

Concerns/issues raised by tenants at Tonbridge House

Themes:

Anti-social behaviour

Antisocial behaviour, noise nuisance and unknown visitors

Personal health

Perceived effect on the respondents health, potential effect on existing illnesses

Life style differences

Incompatibility of mixing younger and older people in block

Illegal activity

Drugs on premises, drug use, theft

Response / mitigating actions

The issues above will be addressed by intensive management of the block.

The Council will take a firm line with regard to temporary accommodation. Homeless occupants will occupy the flats on a license rather than a secure tenancy. The benefit being that anti-social behaviour and breaches of the terms of the license can be dealt with efficiently. Parental responsibility for managing the behaviour of their children and the terms of their licence will be reinforced by the homeless person's family liaison officer.

Subject to legal approval, an introductory letter would be provided to all new tenants setting out the Council's expectations in line with the terms of their licence.

The day to day management of the block will be continue to be provided by Croydon Landlord Services including the neighbourhood wardens could be initiated to address respondents concerns about safety and security of the block, therefore ensuring that a proactive approach is taken to management of the block.

Themes:

Personal safety

Fear and anxiety, concerns about intimidation and personal safety

Facilities and services

Laundry, car park, garage and potential damage to these facilities

Response / mitigating actions

As well as the actions above, the Council will utilize available intelligence prior to housing families in the block.

An inspection of the laundry room will be carried out to look at the potential to increase the number of washing machines and dryers at Tonbridge House and/or the neighbouring block (Sevenoaks House). Should this not be possible, consideration will be given to the possibility of gifting washing machines to existing tenants who do not wish to move to alternative accommodation. This will form part of the consultation should the decision be made to change the use of the block.

CCTV is installed at Tonbridge House and should increase the tenants feeling of safety as well as providing a tool to address anti-social behavior.

<p>Theme: <u>Maintenance</u> Maintenance of building, cleaning and tidiness of the block</p>
<p>Discuss with Interserve the frequency of cleaning at Tonbridge House and any cost implications should this be increased.</p>
<p>Theme: <u>The building</u> Properties having one bedroom, over crowding</p>
<p>Response / mitigating actions The Council has no intention to overcrowd the properties. Moreover, the ‘typical’ homeless family comprises a mother and baby/small child.</p>
<p>Theme: <u>General upheaval</u> Moving away from Tonbridge House to alternative accommodation, loss of support network, cost of moving.</p> <p><u>Local facilities</u> Proximity to local shops, proximity to transport, near to buses and bus stops, GP surgery</p>
<p>Response / mitigating actions</p> <p>Based on experienced gleaned from previous major works projects, and the information gathered it is recognised that the tenants may have specific support needs as a result of age related physical or mental frailty, health infirmity, disability or other life circumstances and may be considered vulnerable. As such, some may require additional help and assistance with rehousing. The Council would need to provide dedicated staff to support the tenants and ensure a high level of customer care.</p> <p>A comprehensive package of financial assistance would be provided making sure that all reasonable costs associated</p>

with moving are met, for example, removals, disconnection and reconnection of appliances and services such as telephones, washing machines as well as meeting disability needs. Once their preferences have been identified and needs assessment have been carried, suitable properties will be identified and tenants who wish to relocate will be given a high priority. Where tenants have existing adaptations, properties will be sought which have similar fixtures. Alternatively, these will be refitted in the new property or if this is not feasible replicated, subject to an assessment by an occupational therapist.

Any properties that become vacant at Sevenoaks House, Garnet Road and Laxton Court are being held pending the outcome of the decision making process. These blocks are in close proximity to Tonbridge House; Sevenoaks House being its neighboring block and occupying the same site.