

Regina Road – Terms of Reference

An urgent fact finding investigation has been commissioned to understand the circumstances that led to residents at Croydon Council owned flats on Regina Road living in the conditions as publicised on the national news.

The intention is to have a verbal report back on 7 April 2021 and a written report on 9 April 2021.

The investigation will seek to understand the circumstances surrounding the disrepair issues reported by residents of 1-87 Regina Road, London SE25, 4TW.

The immediate investigation will focus on these four flats and will establish

- a detailed timeline of events including, but not limited to: contact with the council or our contractors from residents of the flats; attendance at flats in the block by tenancy or repairs staff, or our repairs contractor; reporting or recording of issues by tenancy or repairs staff or our repairs contractor; any repairs work carried out; and other reporting or recording of issues by others including cllrs, MPs or other staff who visited the flats
- the likely cause of the damp and mould based on the technical assessment made by the council
- action or inaction taken by the council, its staff and its contractors in respect of repairs
- action or inaction taken by the council and its staff (and its contractors) in respect of accessing flats to get a full assessment of the issues in the block
- action or inaction taken by the council and its staff (and its contractors) to support or rehouse resident facing repair issues
- any issues in contacting the council by these tenants
- whether there is any evidence that discrimination, in particular on the grounds of race, as alleged in the news coverage played a part in the treatment of these tenants

The investigation will also seek to understand whether or not the council's processes for the reporting of and rectification of repairs and relationship with tenancy management are fit for purpose and identify where they fall short of both standard and best practice.

The investigation will explore the role of both staff and contractors that led to conditions in the flats deteriorating and highlight likely failings and where possible make recommendations for the oversight of repairs work and related tenancy functions.

The initial investigation should report within two weeks and may make recommendations for any immediate action and areas where further work is required to address performance or conduct issues.

The investigation will involve tenants from the Scrutiny Panel and be led by an external housing expert for independence.

The outcome from the investigation will be shared with Scrutiny and Overview, MHCLG, the Improvement and Assurance Panel, the LGA and the Social Housing Regulator.