

Mr Chuka Umunna
Labour Parliamentary Candidate for Streatham
3a Mount Ephraim Road
Streatham
SW16 1NQ



Metropolitan

10 April 2015

The Grange
100 High Street
Southgate
London N14 6PW
Tel: 020 3535 3000
www.metropolitan.org.uk

Dear Chuka

Thank you for your enquiry regarding the communal lighting at St Martin's estate.

I would like to assure you that we are continuing to drive to improve the lighting at St Martin's and promptly respond when lights go out. Whilst we do not dispute the figures provided by the TRA regarding numbers of lights out at particular times, this latest high figure included three stairwells that regrestfully had particular issues that were complicated to fix. The lights in these stairwells have now been put back in service although we acknowledge that this was not completed within our response timescale from when they were first reported. This is clearly not acceptable has been raised as a performance issue with the contractor concerned to prevent re-occurrence.

The measures we put in place last autumn and subsequent to our January site visit have resulted in lights that fail being repaired more quickly and, with the exception of the stairwells mentioned above, the volume of lights out across the estate remains broadly in line with the level achieved at the end of January. We are working to reduce this, however, as stated on the site visit in January there will always be lights out across an estate the size of St Martin's as fittings and circuits develop faults and lamps expire. Many of the repairs are requiring re-wiring of systems which should make them more robust in the future but does take more time.

I assure you we are deploying significant resource and sustained effort to keep on top of the lighting issue at St Martin's. For example, the repairs officer has conducted pro-active estate walkabouts to assess lighting issues that have resulted in failed lights not reported previously by the TRA or others being identified and actioned. We are also responsively attending reports of failed repairs in addition to our normal procedures for following up the work of our contractors and liaising with the TRA.

The TRA's enquiry has raised concern that some of the lights that have been fixed have gone out again shortly afterwards. This can happen in a minority of cases on an estate with an older wiring infrastructure in place as there may be more than one fault that is not immediately evident to the electrician upon first attendance. I appreciate this causes frustration and may give the impression that the light has never been fixed properly. However, the vast majority of repairs that have been carried out have been completed effectively at first attempt without a secondary fault causing the light to go out again.

Metropolitan is a leading provider of integrated housing services, care and support and community regeneration. Metropolitan is the brand name for Metropolitan Housing Trust Limited (MHT Ltd), registered office, The Grange, 100 High Street, Southgate N14 6PW.

MHT Ltd is charitable, registered under the Co-operative and Community Benefit Societies Act 2014, registered No 16337R and registered with the Homes and Communities Agency, the regulator of social housing, under No L0726. MHT has a Consumer Credit Licence under No 557055.



Please be assured that the local team will continue to focus on the lighting at St Martin's and work with the TRA on lighting and other issues. We regularly meet and correspond with TRA representatives and I would like to assure you and them that issues are escalated and senior colleagues are closely involved and informed on progress.

Yours sincerely,



Brian Johnson
Chief Executive