



How did we do?

Annual report
for City of London tenants

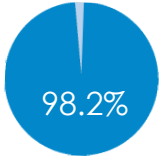
2018/19

HOW DID WE DO?

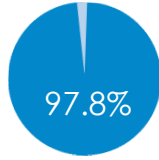
Repairing and maintaining your home



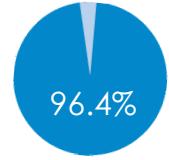
7,512 REPAIR ORDERS COMPLETED



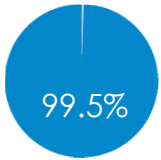
Overall satisfaction rate with our repairs and maintenance service



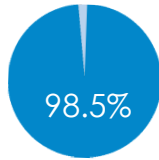
Satisfaction rate with repairs carried out in your homes



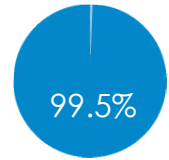
Of appointments made were kept



Of our 2 hour immediate repairs completed on time



Of our 24 hour emergency repairs completed in time



Of our 5 day routine repairs completed on time

8,789 telephone calls were handled on our repairs hotline

Planned maintenance & improvement works



Between April 2018 and the end of March 2019 we spent £6.667m investing in our housing stock. This included carrying out Decent Homes works, lift replacements, electrical rewiring work, roof renewals and planned maintenance.

Quarter 2 18-19 saw our customer satisfaction raise to 98% for major works.

Customer Complaints

42

Complaints received

3

Referred to the Housing Ombudsman

Gas Servicing



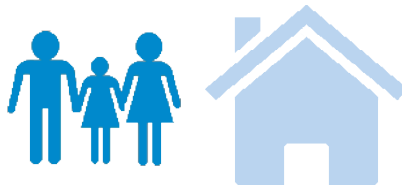
99.84% of our properties had a valid Gas Safety Certificate, or CP12, for gas safety.

This is our highest ever achievement of compliant gas safety checks

Tenant satisfaction with estate services



92% of our tenants are satisfied with the service provided by the City of London Housing Service



80% satisfied with customer service provided by estate staff



77% of tenants felt safe and secure on their estates



89% of our residents are satisfied with the overall quality of their home



90% of tenants were happy with their neighbourhood as a place to live



81% of tenants were satisfied with the cleanliness of their estate

How we allocated and let our properties

83

Properties let



74

Properties let under Choice Based Lettings



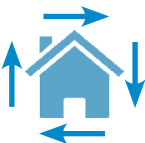
781

People on the housing waiting list



645

Average days spent on the waiting list for households provided with housing



How we allocated and let our properties

£12.6m



Rent collected from City of London tenants

£2.1m



Service charges collected from home owners

OUR KEY ACHIEVEMENTS 2018/19



Maintaining rent collection at an exceptionally high level - 98.5% - despite the challenges posed by Universal Credit. This money is spent on our estates and the services we provide to residents



Re-opened the Golden Lane Community Centre following refurbishment with high demand for bookings and a thriving programme of community events

Successfully pursuing cases of tenancy fraud and taking back properties for use by people in need



95% of tenanted homes were visited as part of the Tenancy Visits Project



Re-assessed and re-pointed 100% of housing applications under the new Allocations Scheme



Successfully procured a new housing management IT system to support future efficiencies and savings

Continuing to implement fire safety improvement actions, to ensure that residents and their homes are as safe as possible



Successful tender of a new repairs and maintenance contract - supported by a resident working group and open workshops



Supporting residents at Mais House to move to new homes pending redevelopment



Successful completion of external redecorations at Golden Lane, York Way, Middlesex Street and Avondale Square Estate

KEY CHALLENGES 2019/20



Ensuring we have the highest possible level of fire safety on our estates and continue to respond to changes in regulations, this will include replacing of fire safety doors across all our estates



Implementing the new housing management IT system, resulting in improved methods of communication for residents

Continuing to provide high quality services despite a reduction in income caused by the 1% reduction in rent



Completing the second phase of the Estate Standards Review, introducing objective standards and training for all staff



Implementing an on-line application form for housing applicants



Working towards accreditation from the Domestic Abuse Housing Alliance

Supporting our residents during the delivery of the major works programme on our estates



Meeting the challenges posed by Brexit, for example the potential impact on our workforce and supply chain



Responding to the need to identify savings to alleviate pressure on the Housing Revenue Account



By March 2020 we aim to electronically test and inspect 1400 properties and install 4200 smoke detectors and carbon monoxide