



**CITY
OF
LONDON**

Annual Report for tenants

2019-2020

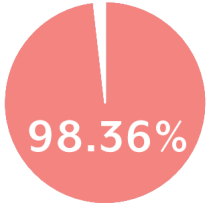


HOW DID WE DO?

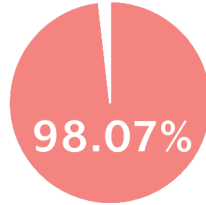
Repairs & Maintenance



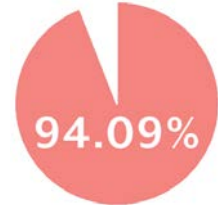
6,832 REPAIRS ORDERS COMPLETED



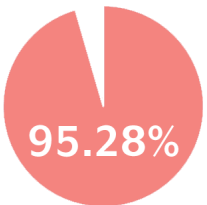
Overall satisfaction rate with our repairs and maintenance service



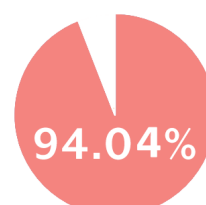
Satisfaction rate of repairs carried out in properties



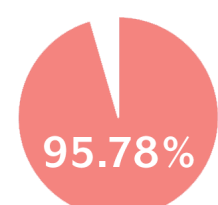
of appointments made were kept



of our four hour immediate repairs completed on time



of our 24 hour emergency repairs completed on time



of our five day routine repairs completed on time



8,789

TELEPHONE CALLS WERE HANDLED BY THE REPAIRS SERVICE DESK

Customer Complaints

41

complaints investigated

11

complaints upheld

15

not upheld

15

partially upheld

17

complaints escalated to Stage 2

2

referred to the Ombudsman

1

not upheld

1

outcome pending

Major Works

£8m



We invested over £8 million in our Major Works programme.

This included a large scale investment in communal heating works, completion of water tank replacement across all estates and 300 properties electrically tested with the installation of smoke detectors to enhanced specification.

Gas Servicing



100%

of our properties hold a valid Gas Safety Certificate or CPI2 for gas safety

HOW DID WE DO?

Estate Services Project

In November 2019 we introduced the Estate Services Project to improve cleaning and gardening standards on our estates. These are the figures for the first five months of the project, from November 2019 to March 2020.

522

inspections carried out during this period

7

people carrying out inspections

294

internal block inspections completed

84.63%

average score

71

grounds inspections carried out

82.06%

average score

Allocations & Housing Waiting List

96

properties let overall



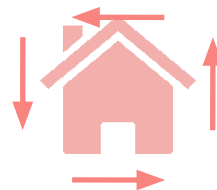
95

properties let under Choice Based Lettings



782

on the housing waiting list



35

households living in temporary accommodation

£12.07m

collected in rent from City of London tenants

£1.6m

collected in service charges from homeowners

Our Key Achievements 2019 - 2020

**100%
GAS
SAFETY
COMPLIANCE**

Completed the electronic mapping of all dry risers, block entrances, evacuation points and estate access for emergency vehicles across all City of London housing estates



**98.4%
RENT
COLLECTED**



Decent homes in Harman Close (48 flats) with every flat having new kitchen, bathroom, floors and front doors installed

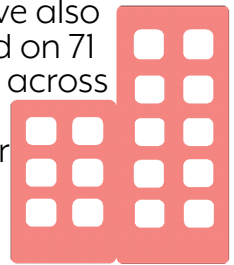
Held 70 consultation and drop in events for residents and stakeholders on new developments and major works. Consultation allowed residents to have input into the vision and plans for the future of their estate.



**57%
INCREASE IN
COMMUNITY
CENTRE
INCOME**



Completed 10 residential conversions of one bedroom flats on Middlesex Street Estate. We have also broken ground on 71 new properties across our estates that are due for completion in 2021/22



**LAUNCHED
@HOME
RESIDENT
MAGAZINE**



Concluded the second phase of the Estate Services Review. The new Estate Services cleaning standards for all estates went live in November 19 with five inspection templates used by front line staff to ensure cleaner and safer homes for residents.



**NEW FIRE
SIGNAGE
ACROSS
ALL
ESTATES**



Our Key Challenges 2020 - 2021



Delivering our planned programme of major works with rising costs, supply shortages and changing working practices (COVID-19)



Revamping customer services – increasing what residents can do online or by phone

Delivering a robust Housing Management System which will form a basis for our vision of a self-service delivery model



Improving parking permit systems on our estates and move towards automation



Supporting residents in financial difficulty to manage and mitigate decreases in household income



Improving contractor performance monitoring and out of hours service

Meeting the challenges posed by the pandemic – on residents and staff

