

Annual Report for City of London tenants 2020-2021

a year like no other...

HOW DID WE DO?

Welcome to our Tenants' Annual Report for 2020-21. This report gives you an overview of our performance in key areas of work in the last financial year, including key achievements and a look at what we intend to accomplish in 2021-22.

Last year we all faced unprecedented circumstances due to the coronavirus pandemic and, like you, we had to find new ways of working and new ways of supporting our tenants. Despite the challenges, we continued to ensure that tenants' homes and estates were safe and comfortable places to live by prioritising urgent and emergency repairs, gas servicing, and providing additional support for vulnerable households. Our dedicated estate staff also ensured that your estates were kept clean and safe. As restrictions eased, we were able to restart more routine tasks and projects. While performance was inevitably impacted in some areas, we maintained performance in most key services and responded well to increased demand on some teams.

This year will bring many changes to the way we provide services to our tenants. We are still learning from the impact of the pandemic and have started a review of our customer service provision, which will lead to improvements for residents and will better prepare us to respond to future challenges.

We hope you find this report informative.

Repairs & Maintenance

 **6,448** REPAIRS ORDERS COMPLETED



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

 **11,265** TELEPHONE CALLS WERE HANDLED BY THE REPAIRS SERVICE DESK

* Arrows indicate performance change from previous year

Customer Complaints

52

complaints investigated

23%

complaints upheld

16%

partially upheld

61%

not upheld

6

complaints escalated to Stage 2

5

referred to the Ombudsman

62%

of complaints received were about Repairs & Maintenance

38%

of complaints received were about Housing Management



86%

were responded to within the 10 working days time-frame

Resident Satisfaction



75%

happy with neighbourhood as a place to live



64%

felt their rent provides value for money



67%

felt safe on their estate



74%

happy with the quality of their home

Estate Services



639

inspections completed



38

hazards identified



31

recorded antisocial behaviour



81%

average block inspection score



85%

average ground inspection score

Allocations & Housing Waiting List

48

properties let overall



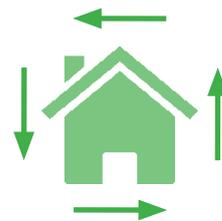
43

properties let under Choice Based Lettings



903

on the housing waiting list



74

households living in temporary accommodation

£10.6m ↓

collected in rent from City of London tenants

6.2% ↑

of households in serious arrears

£1.96m ↑

collected in service charges from homeowners

Our Key Achievements 2019 - 2020

99%
GAS
SAFETY
COMPLIANCE

97%
RENT
COLLECTED

£4,828,014
DELIVERED BY
MAJOR WORKS

NEW OUT OF
HOURS DUTY
LINE
020 7256 6583



Distributed eight '@Home Special Edition COVID-19' newsletters

Rapid response to domestic abuse cases for management moves



Registered over 220 new housing applications



Paperless parking permit system implemented



98% resident satisfaction with Major Works

Planning & Procurement of £9m Fire Door Replacement Programme due to start at Holloway and York Way Estate shortly



Helped households experiencing job losses and rent arrears due to the pandemic



Set up an alternative phone rent payment system - with £1m collected this way

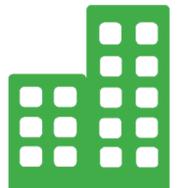


Delivering Major Works projects up to 14% under budget

90% of properties are deemed decent and have had replacement items fitted such as new kitchen and bathrooms



Despite the challenges of COVID-19 good progress was made with two new developments breaking ground on Golden Lane Estate and Isleden House



Our Key Challenges 2020 - 2021

The pandemic has left many materials and labour in short supply. It will be challenging to ensure a secure supply chain to support our project delivery.



A new window cleaning contract has been procured, to improve service across all estates



Changing and improving the way we communicate with residents



Completing a full review of housing customer services following the pandemic

Continuing to support tenants facing difficulties due to COVID-19



Completing a review of the tenancy agreement and handbook and introducing a new handbook for homeowners



Reducing rent arrears and helping sustain tenancies



Working with residents to create new guidance for fire safety in communal areas

Rent payment systems to become more automated to minimise risk



Completing individual personal evacuation assessments for vulnerable residents

