

Gateway Homeworks



**“Perfection is not attainable,
but if we chase perfection we
can catch excellence.”**

Vince Lombardi

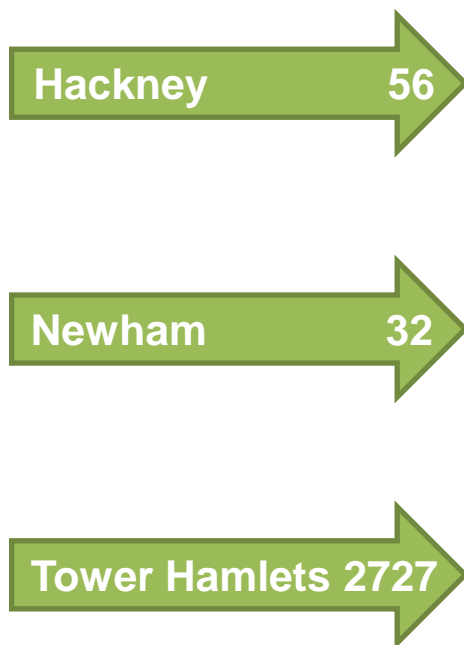
Mak Akinyemi
Director of Property Services



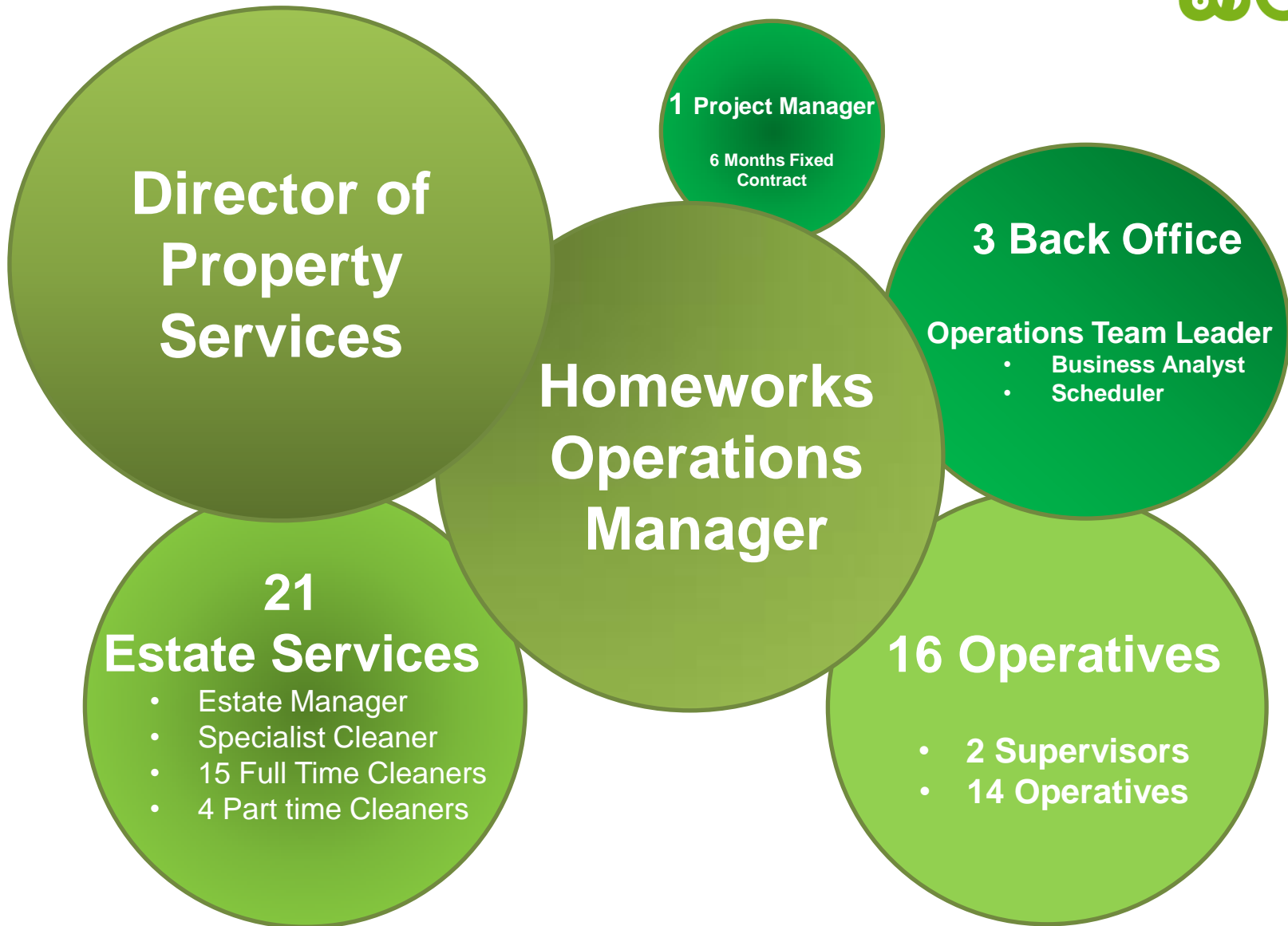
Gateway Homeworks Service Structure



Operational Area



Gateway Homeworks



**Director of
Property
Services**

1 Project Manager

6 Months Fixed
Contract

**Homeworks
Operations
Manager**

3 Back Office

Operations Team Leader

- Business Analyst
- Scheduler

21

Estate Services

- Estate Manager
- Specialist Cleaner
- 15 Full Time Cleaners
- 4 Part time Cleaners

16 Operatives

- 2 Supervisors
- 14 Operatives

Gateway Homeworks




What makes Homeworks work?

- Clear order book
- Clear service/technical specifications
- Simple cost model
- Robust performance management framework
- Avoid over policing
- Use contracts (not frameworks) – long term solution
- Integrated solution & Use of ICT
- Use of ICT

Gateway Homeworks



We have.....

- ❑ Reviewed and updated Repairs Policy and Recharge Policy
- ❑ *Made changes to the team to suit the skills requirements of the operation (more multi-trade)*
- ❑ Reduced dependency on sub-contractors; 84% of repairs are done by Homeworks
- ❑ *Established voids team* 
- ❑ Applied for *accreditations* to reduce dependency on sub-contractors (N.I.C.E.I.C. & UK Locksmiths Association Membership- UKLA)
- ❑ Achieved FINALIST in the *UK Housing Awards 2016 in An Outstanding Approach to Repairs and Maintenance* category

❑ Complaints  Customer Satisfaction 



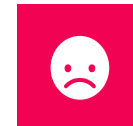
Workload

15,707
jobs completed



Satisfaction

86% satisfaction
with last repair



Complaints

45% less complaints
since August 2015



Productivity

4.5 repairs
per day
per operative



Cost

£84 cost
per job
per property



Efficiency savings

£40k savings on the
start up costs
£137k VAT savings
£148k Surplus to date

Gateway Homeworks



Future plans....



£6,064,818

IHC TURNOVER 2019-2020 (Year 5)



£1,423,941 (annual)

PHASE 2 From August 2017 kitchens, bathrooms and cyclical decorations will be delivered by Gateway Homeworks



£320,000 (annual)

PHASE 3 From December 2018 Gas servicing and repairs will be delivered in-house by Gateway Homeworks