

Overview & Scrutiny Housing Sub-group

Poplar HARCA's Repairs Model

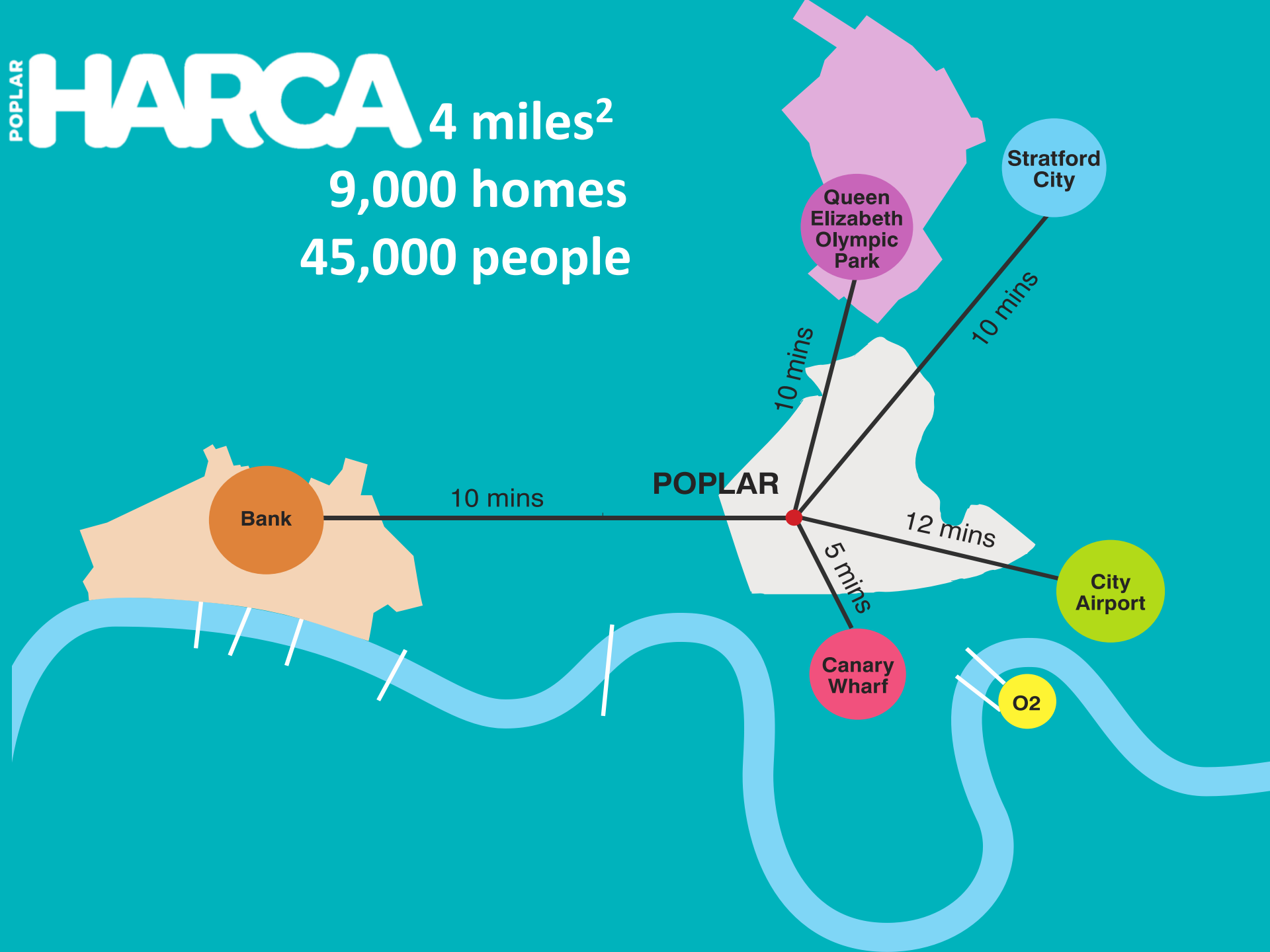
POPLAR

HARCA

4 miles²

9,000 homes

45,000 people



eggs & baskets

- 4 multi-trade general build contractors, **supplemented by**
- Specialist contractors
- Contracts drafted for performance:
 - 10 years - 5 plus 5
 - schedule of Rates
 - on-going real-time competition
 - 8-week *no fault* determination clause



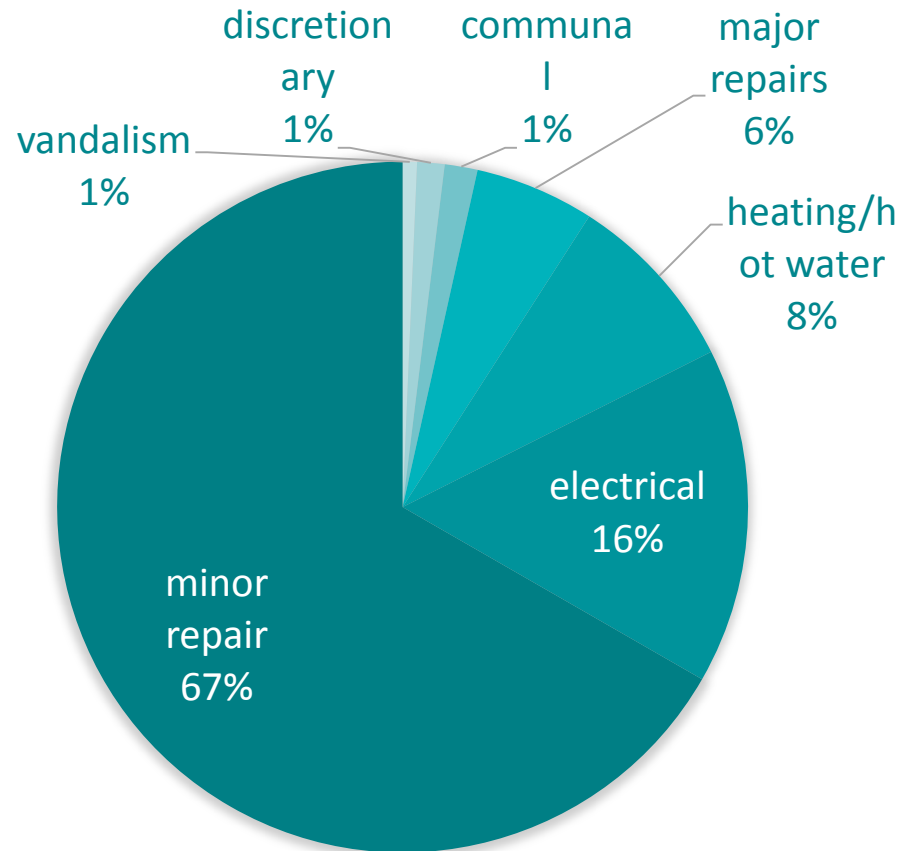
contractors



- SMEs
- Locally based
- Local employers
- Minimum sub-contracting
- We have grown-up together
- They need us – We need them
- Pay to support cash-flow

2015/16 in numbers

- 14,920 repairs completed
- 2.5 - avg repairs per property
- 4,619 – emergency, 99.2% in target
- 8,557 – priority, 99.8% in target
- 1,744 – non-priority, 99.2% in target
- £1.3m spend
- £87 – avg cost per repair
- £217 – avg spend per tenanted property



monitoring



annual

- *resident survey*

quarterly

- Services Committee
- Poplar Board

monthly

- contractor meetings, incl. residents

real-time

- SMS text
- resident-to-resident
- complaints
- post-inspections

2015/16 in numbers



4,279 satisfaction surveys

- 92% satisfied
- 96% appointment kept

Annual resident survey

- 83% satisfied
- 83% easy to report
- 90% helpfulness of contractors