

**Tower
Hamlets
Homes**

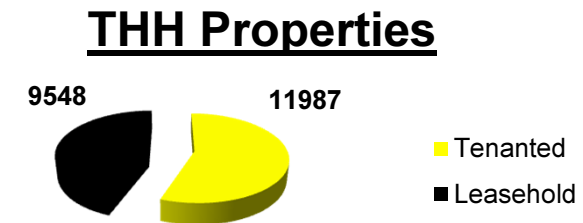
Overview and Scrutiny - Housing Sub-group

Tower Hamlets Homes Repairs model

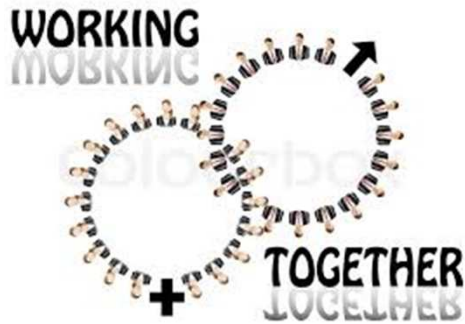
14 December 2016

Repairs model – our approach

- ❖ Portfolio of 21,535 properties
- ❖ 55% tenants / 45% leaseholders
- ❖ Repairs and Maintenance
 - ❖ Approx 55,000 jobs p.a.
 - ❖ In house engineers and inspectors
 - ❖ Third Party Contractors - Mears, Openview, Precision
- ❖ Servicing and Compliance
 - ❖ 9390 annual gas safety checks
 - ❖ 104 playgrounds
 - ❖ 57 communal boiler houses
- ❖ Budget c£17m
 - ❖ £13m main partnering contract for responsive and servicing
 - ❖ £2m specialised contracts (inc lifts, door entry, CCTV, aerials)
 - ❖ £2m capital (aids and adapts, capital voids)



Continuous improvement - contractors



Partnership working



Stretch Targets



Targeted Improvement



Lessons Learnt

Customer feedback driving innovation



RESIDENT CONSULTATION AND
FEEDBACK



SERVICE DELIVERY
GROUP



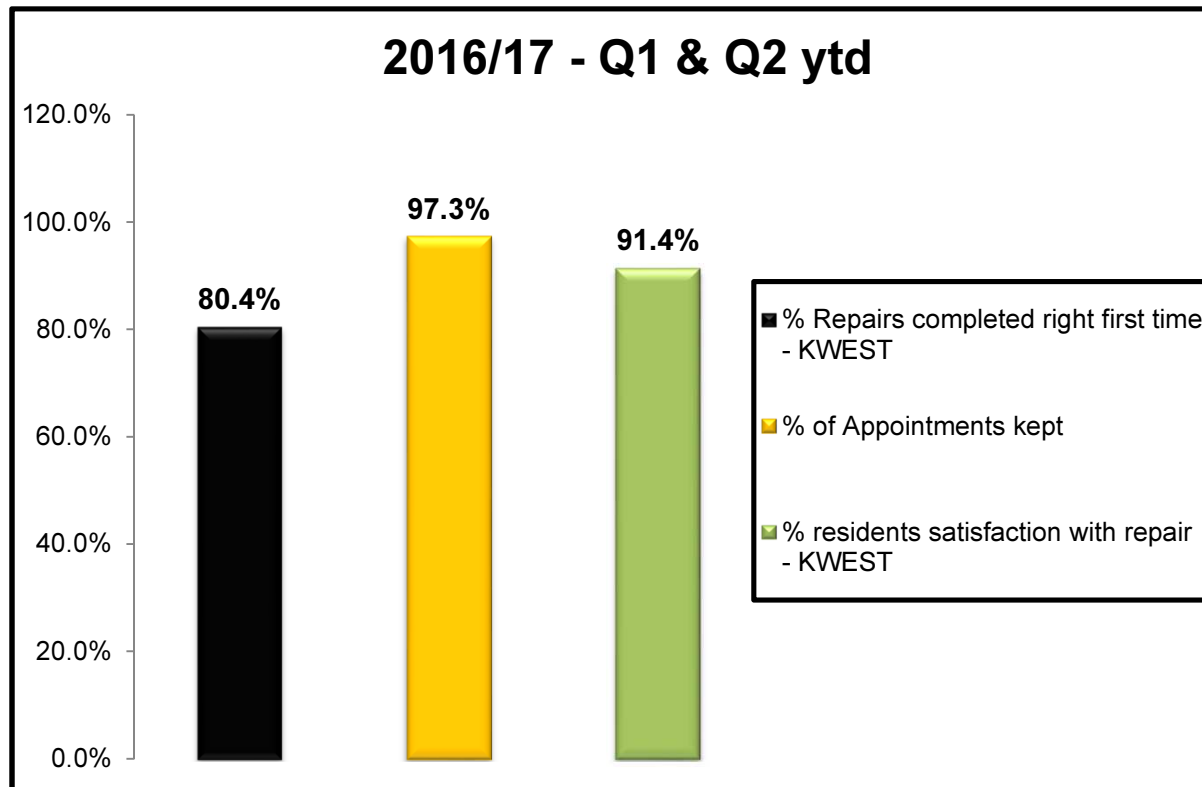
COMPLAINTS



CUSTOMER TASK
FORCE

Customer satisfaction indicators

- ❖ BCI/SCI – Business and Service Critical Indicators
- ❖ Improving responsive services



Value For Money and Corporate Social Responsibility (CSR)

- ❖ Value for money
 - ❖ Competitively tendered contracts
 - ❖ Contract review/efficiencies
 - ❖ Strengthened procurement options
 - ❖ Benchmarking through Housemark

- ❖ CSR via MEARS
 - ❖ 12 apprentices from local area
 - ❖ Work placements / careers talks
 - ❖ Neighbourhood fun days
 - ❖ Repair Days
 - ❖ Ad-hoc goodwill gestures
 - ❖ Dora Hall community centre



Current and future development



- ❖ New in-house repairs contact centre
- ❖ ICT roadmap – new/improved technology
 - ❖ Self service repairs logging (end to end process)
 - ❖ Online appointment booking
 - ❖ DIY self-help videos
 - ❖ Updated website
 - ❖ Mobile working – inspectors/engineers



Thank you any questions

