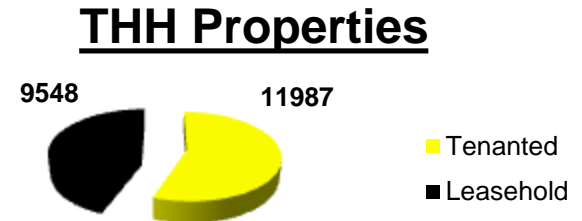


Tower Hamlets Homes Repairs model

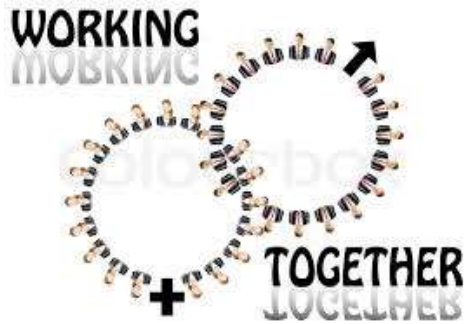
14 December 2016

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

Ready to
listen...

...Here
to help



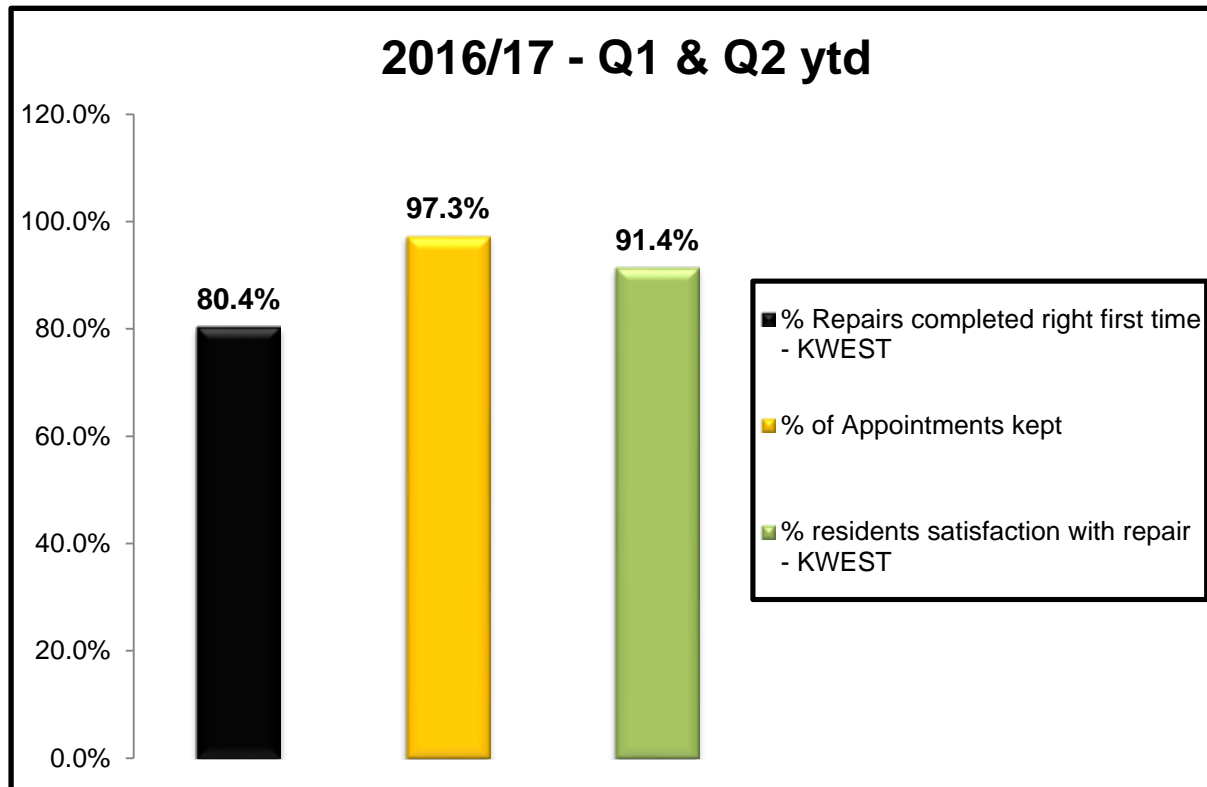
COMPLAINTS



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

