

**Service Delivery during
COVID19
LBTH Scrutiny Committee**

11 February 2021



Sandra Fawcett
Director of Customer Operations



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Director of Property Services

One Housing: Facts & Figures

- We own and manage over **17,400** homes in London and the South East and work with 48 Local Authority partners
- At least 50% of the new homes we build each year are London living rent, affordable rent or shared ownership
- We provide care and support services to over **8,000** customers including people with mental health, older people, people with learning disabilities and those experiencing homelessness
- Approximately 1,600 people work at One Housing

As at 31 January 2021, our total stock in LBTH was **5,086** split into:

- 2,876 general needs
- 1,886 Leasehold
- 59 Care & Support
- 265 commercial or other

Properties mapped by local authority

One Housing

 More options

17,464

Units

1,637

Blocks

1,902

Estates

3,390

Non-dwellings

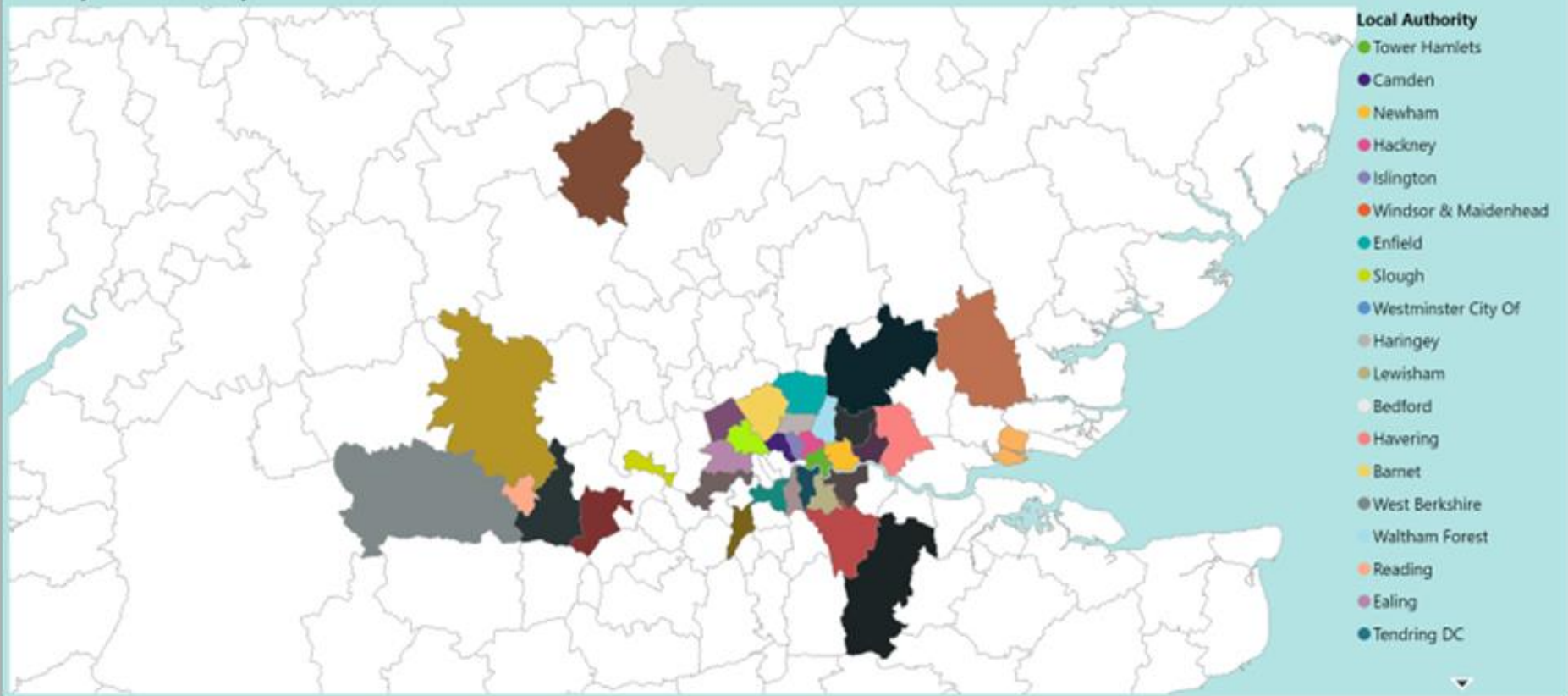
261

Amenities

48

Local authorities

Units by Local Authority



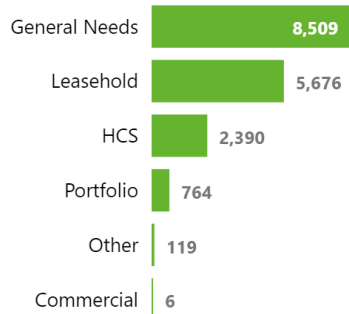
More options

Property Information - Stock count

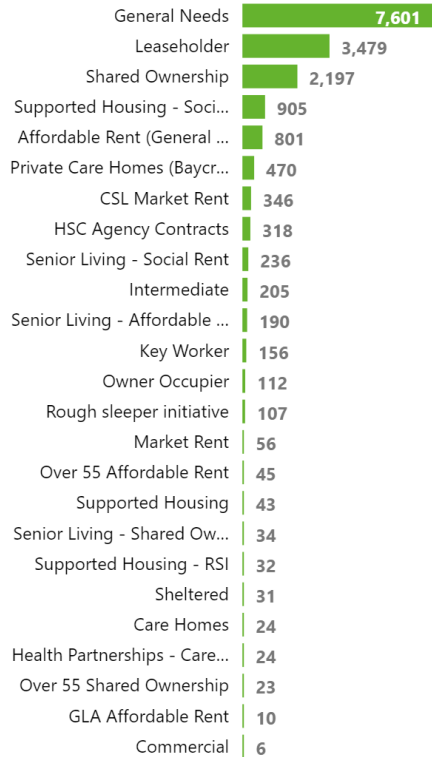
One Housing



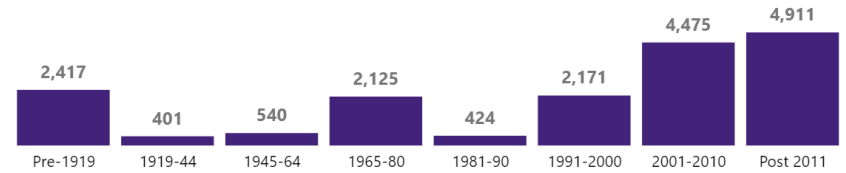
Units by Business Area



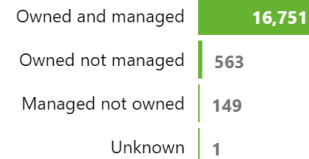
Units by Business Stream



Units by Build year



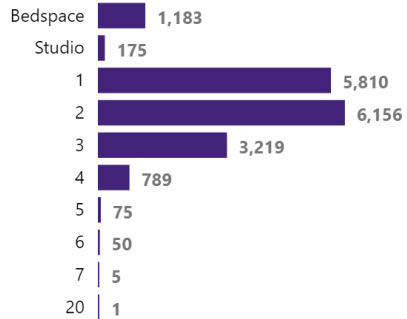
Owned Managed Category



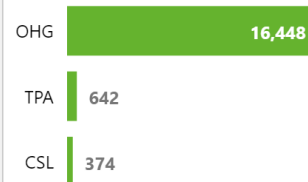
Local Authorities



Units by Bedroom size



Units by Company



More options

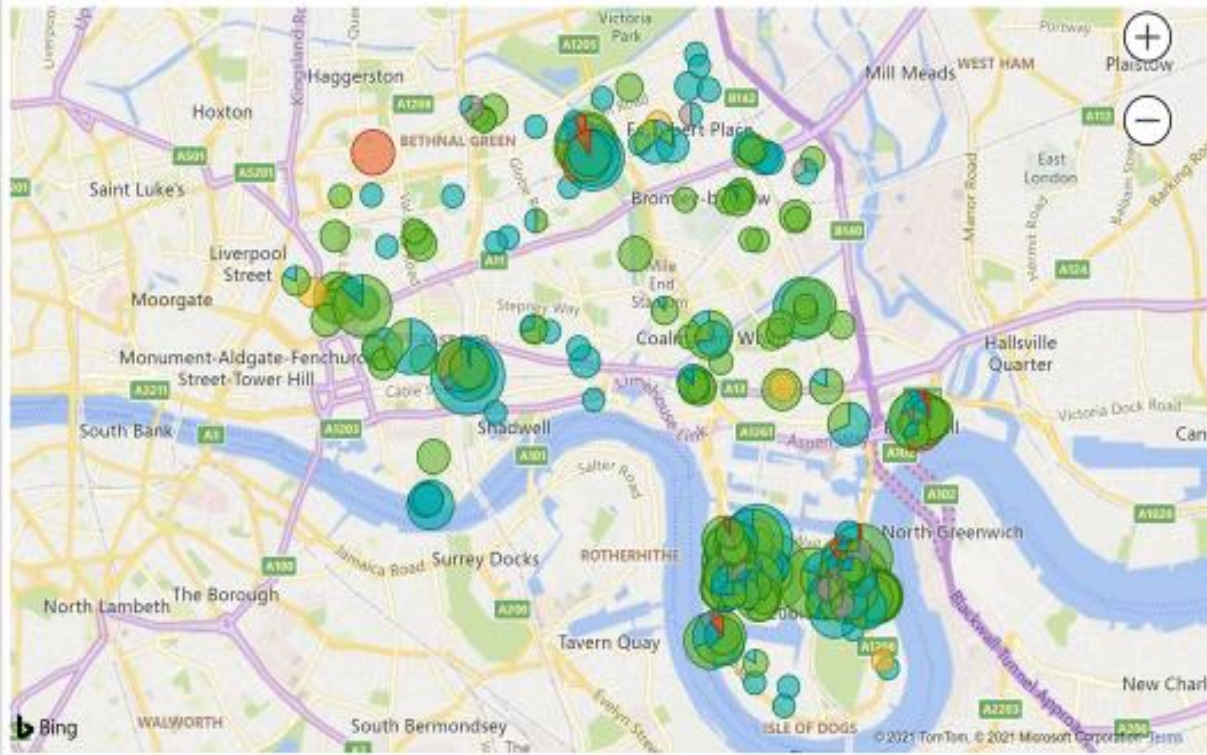
Properties mapped by post code

One Housing

5,086 Units **356** Blocks **341** Estates **1,505** Non-dwellings **24** Amenties **1** Local authorities

Estates/Street Properties by Business Area

Business Area ● General Needs ● HCS ● Leasehold ● Other ● Portfolio



Click on a bar to filter map

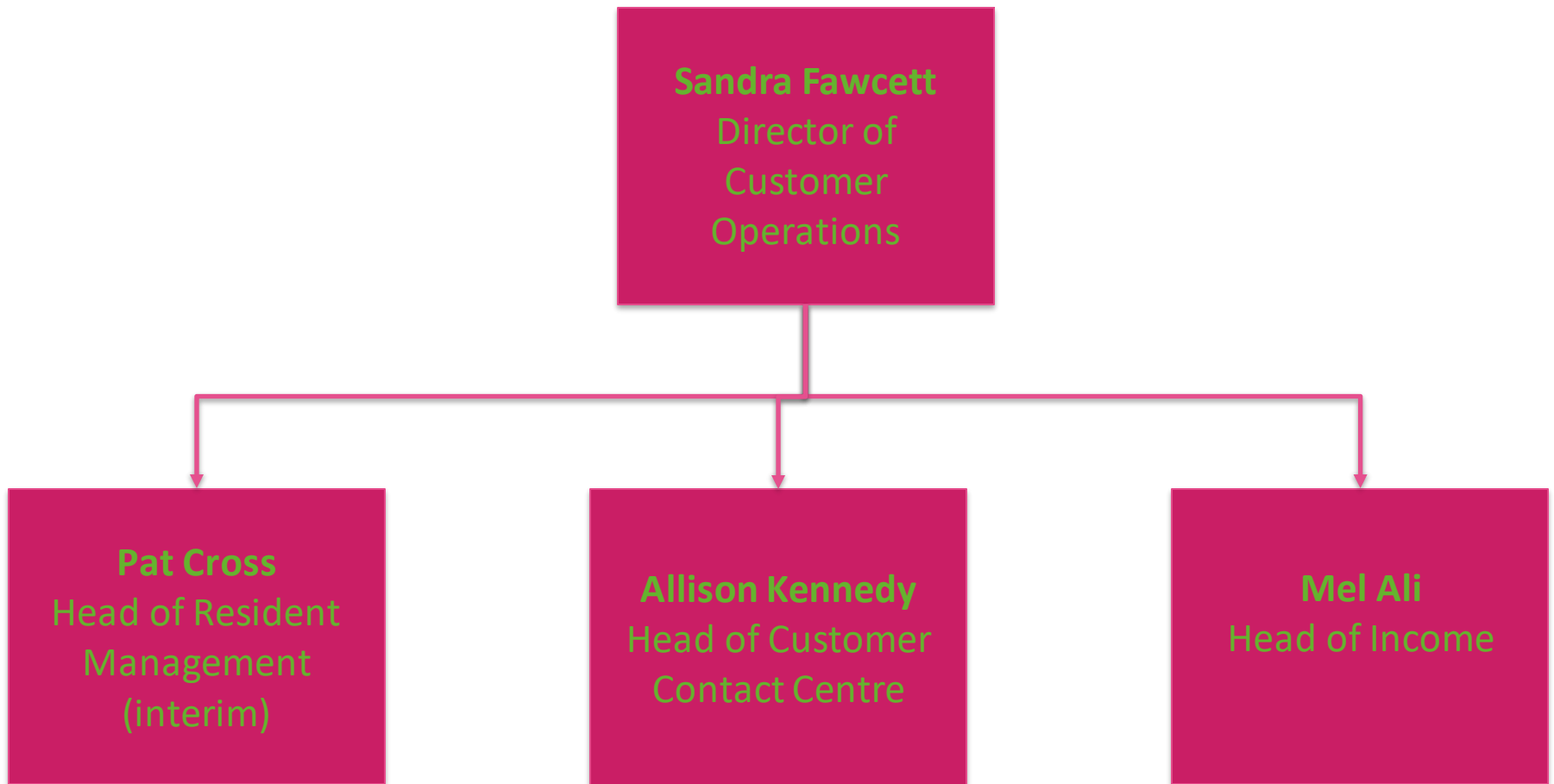


Estate Name	Business Area	Units	Post Code
577 Commercial Road	Commercial	0	E1 0HU
577 Commercial Road	General Needs	0	E1 0HU
577 Commercial Road	HCS	0	E1 0HU
577 Commercial Road	Leasehold	16	E1 0HU
577 Commercial Road	Other	0	E1 0HU
577 Commercial Road	Portfolio	0	E1 0HU
577 Commercial Road	Unknown	0	E1 0HU
668 Commercial Road	Commercial	0	E1 0AC
Total		5,086	

Operations Leadership Team



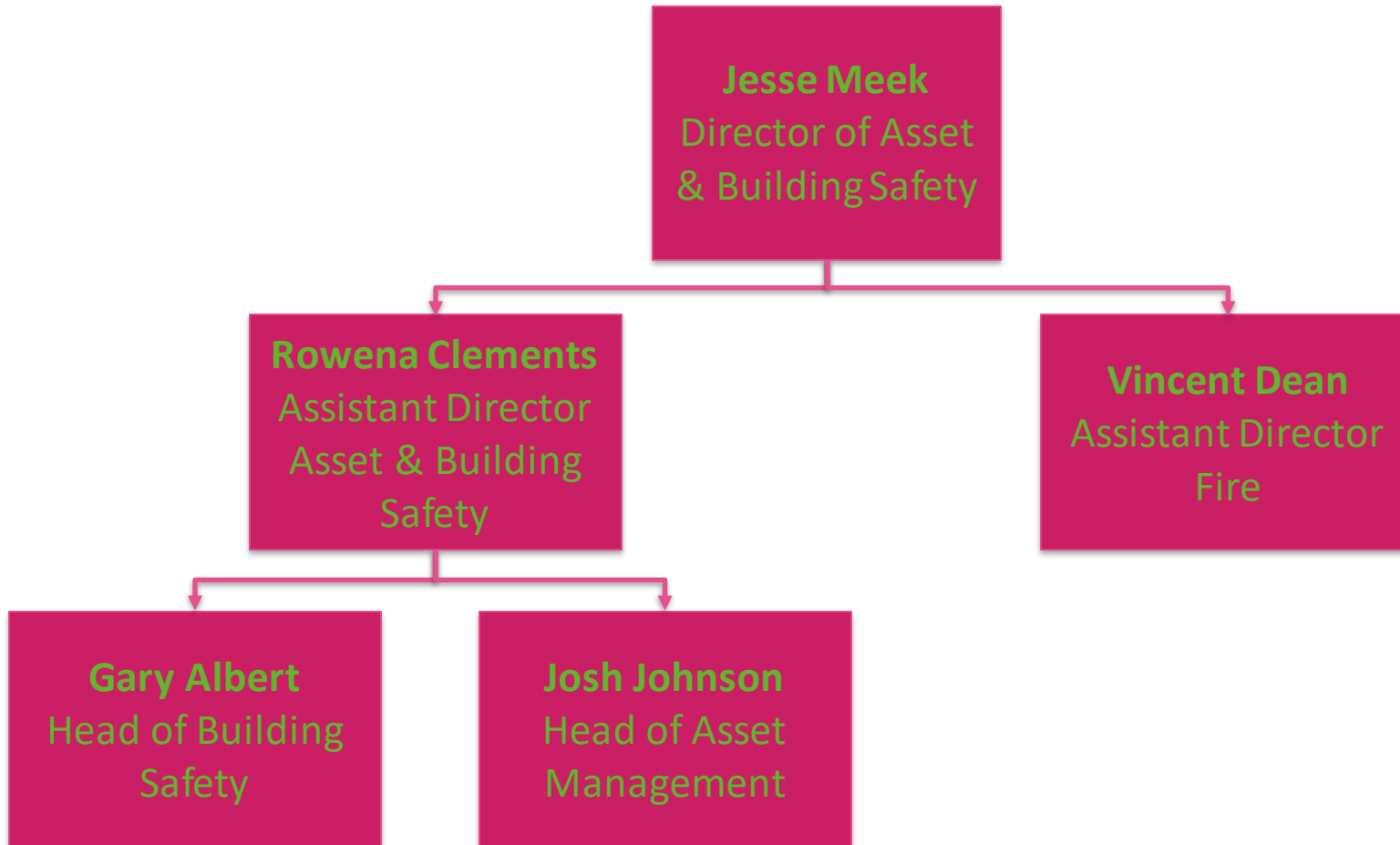
Customer Services Leadership Team



Property Services Leadership Team



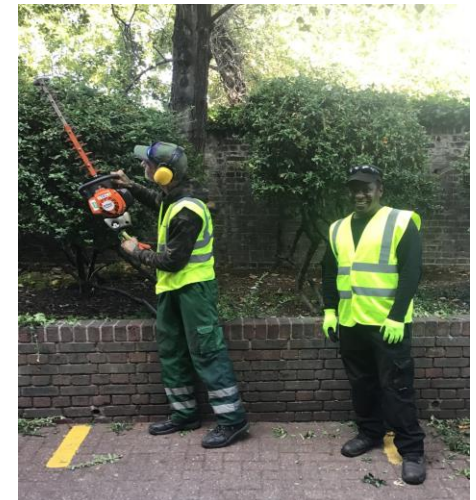
Asset & Building Safety Leadership Team



- Planned Preparedness Team (PPT) – Leading our Organisation’s Response to COVID19
- Clear Service Offers
- Regular Internal Communications – Workplace; Executive Team Briefings
- Focused External Communications – Involved Residents; Key Stakeholders; E-Newsletters; Website; Noticeboards; Property Managers; Resident Engagement Team; outbound calls to vulnerable residents



- **Environmental Services** - weekly communal cleaning with daily additional 'Touch Point' cleaning, for example, door handles, lift buttons, stair bannisters;
- 3 x weekly cleaning of external play areas (Covid19 arrangements)
- 200% increase in bulk waste collections as a result of customers WFH/parcel deliveries creating additional waste
- Website regularly updated with current service offer
- www.onehousing.co.uk/resident-services/resident-information/Estate-management



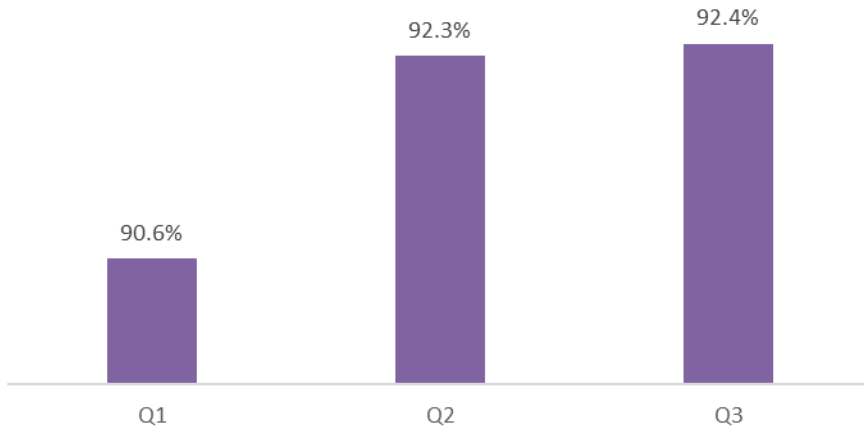
- Safe Systems of Work – Risk Assessments; Lateral testing
- ‘Active’ Service Delivery Plans - Impact on resource availability
- Focused Environmental Service – increased sanitisation of ‘touch points’
- Harnessing IT – Virtual Lettings; Virtual Estate Inspections; Triaging repair calls; Risk Flags
- Sharing Information, closer working relationships –THHF; Susie Chrome



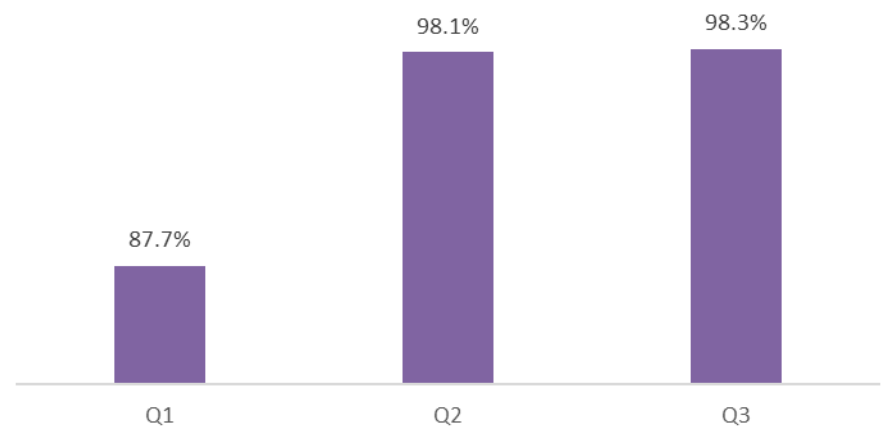
Measure	Q1	Q2	Q3	QoQ trend
General Needs stock numbers	2875	2875	2875	↔
% all repairs completed in target	90.6%	92.3%	92.4%	↑
% respondents satisfied with last completed repair	n/a	n/a	n/a	↔
% appointments kept as % of appointments made	87.7%	98.1%	98.3%	↑
Average re-let times GN only (calendar days)	82.1	94	38.8	↓
% properties with a valid gas safety certificate	99.5%	99.9%	100.0%	↑
% residents satisfied with how the ASB case was handled	100.0%	100.0%	n/a	↔
% complaints responded to in target	87.5%	53%	68.0%	↑
% Members Enquiries answered in target	73.9%	75.0%	87.23%	↑
General Needs income collected	95.5%	100%	94.8%	↓
% Tall buildings with an FRA in place	100%	100%	100%	↔
Total repairs completed	3460	5790	6909	↑

- **Repair Completions** – Drop in performance in Qtr 1 due to first National Lockdown and move to emergency repairs service. From Qtr 2 repair completion performance has recovered despite Tier 4 and further national lockdowns.
- **Void Turnaround Times** – Target times impacted by Covid restrictions in Qtr 1 when removals were not permitted. Our new focus on 'Every Day Counts' will see improved performance going forward in to 21/22.
- **ASB** – Data for Q3 is 95%.
- **Income Collection** – significant work underway to improve collection which currently sits at 99.4%. Q3 ended in the Christmas holiday period ahead of end of month postings.

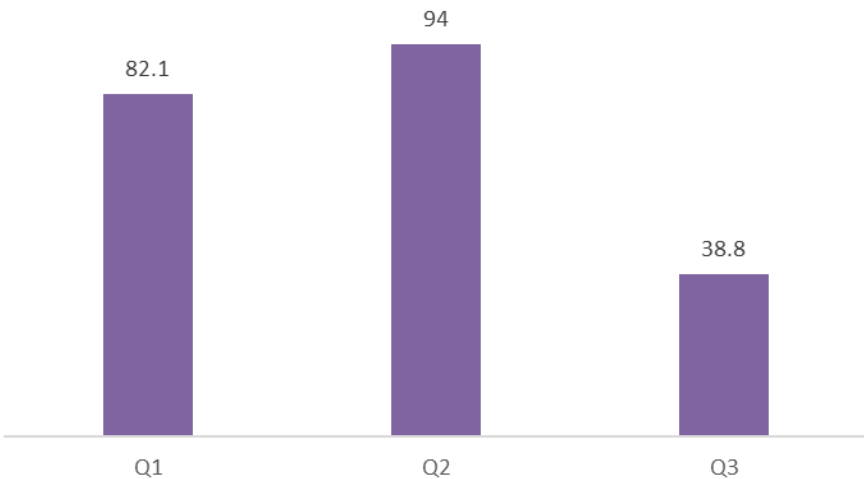
% all repairs completed in target



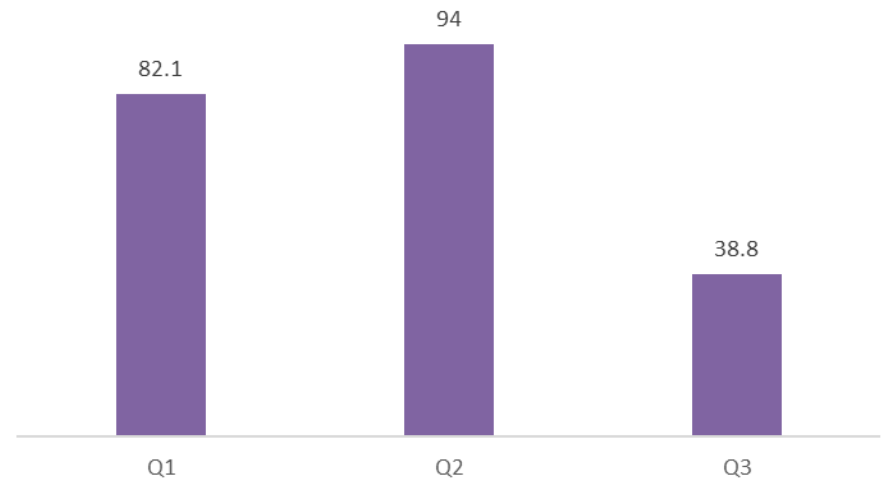
% appointments kept as % of appointments made

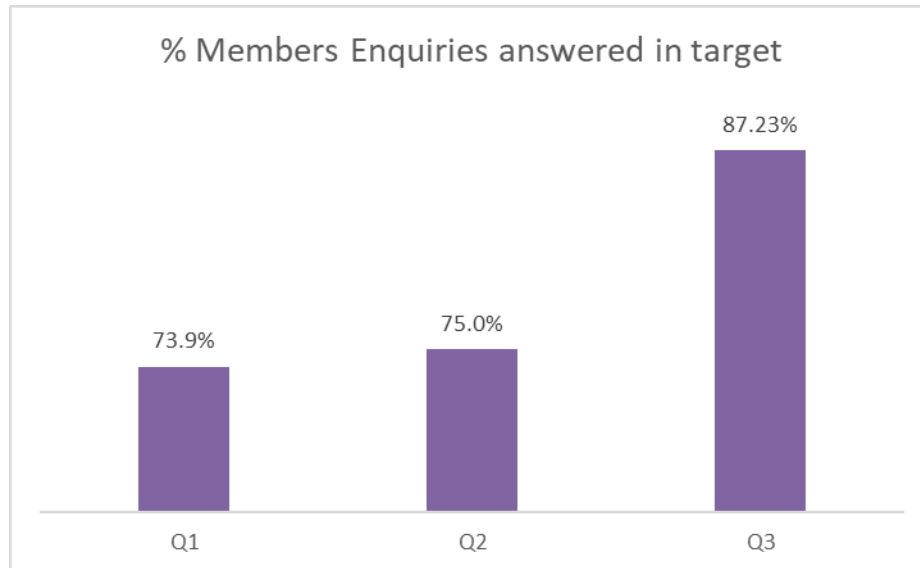
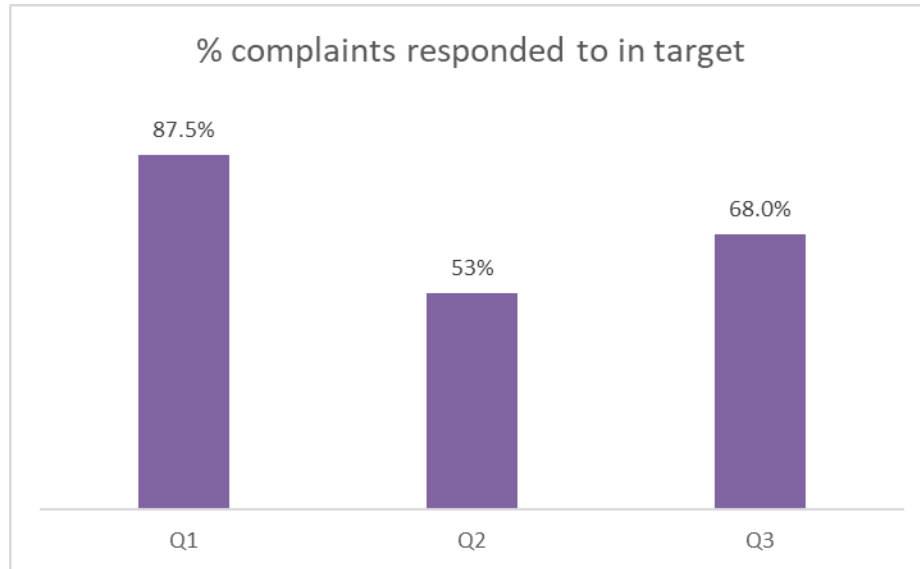


Average re-let times GN only (calendar days)



Average re-let times GN only (calendar days)





Questions