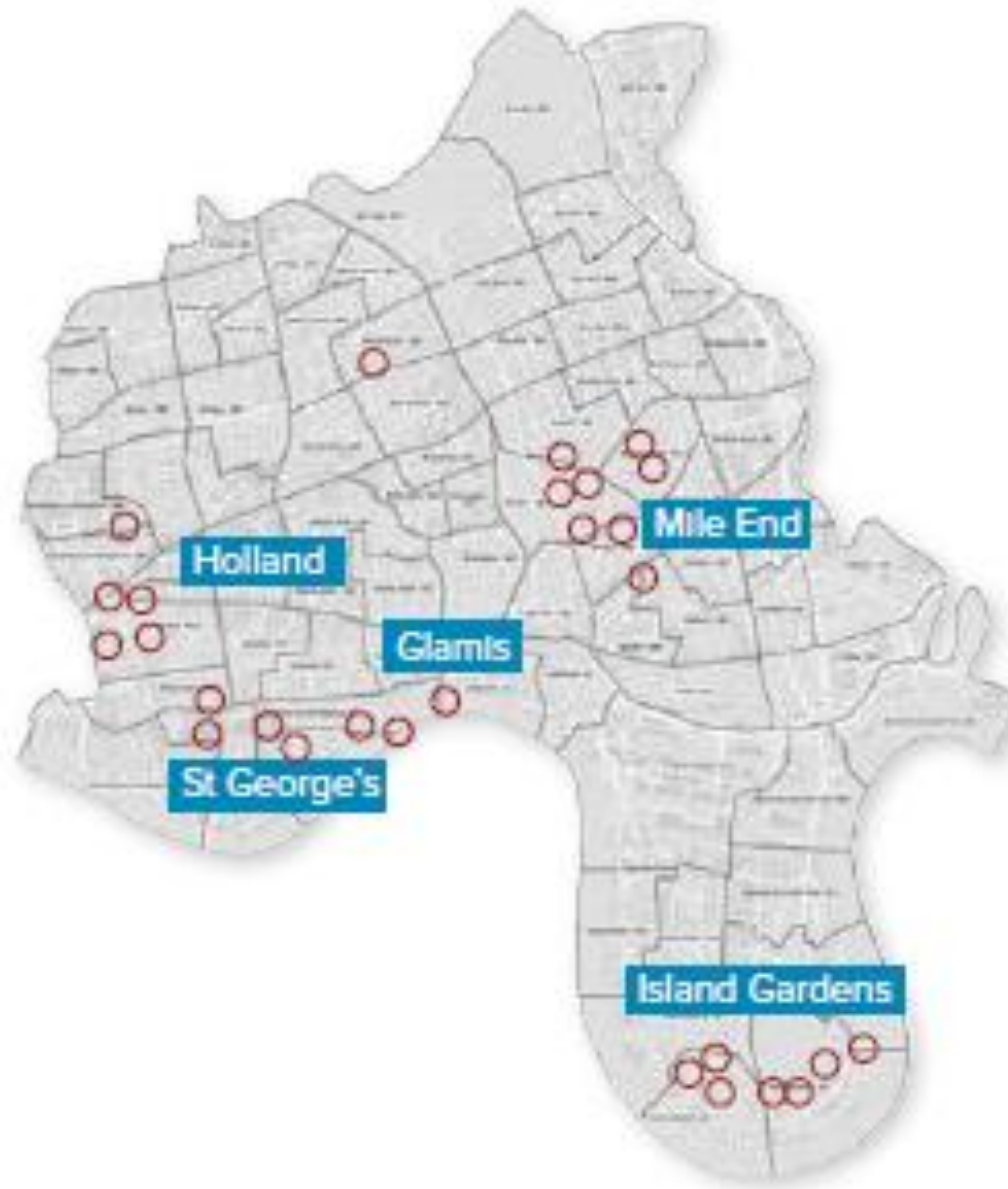


Where We Are



- 5 stock transfers between 2005 and 2008
- 2252 social tenants; 1484 leaseholders
- Roughly 60%/40% ratio of tenants : leaseholders – high even by LBTH standards
- Have added a portfolio of 60 private rented units
- Own 82 commercial properties, mainly small shopholders but a few larger units
- A number of community facilities, a mixture of directly managed and anchor tenants – e.g. Docklands Settlement on IoD; Sure Start on Bede estate in ME
- 360 new affordable units added since transfer through development and regeneration, all let at social rent levels
- Have invested more than £120million in refurbishment works since transfer

Our Local Neighbourhood Management Structure

- Housing services delivered from local offices – caretaking, horticulture, responsive repairs, parking control, general leasehold and tenancy management, estate / block inspections.
- Estate-based housing services reflects what our residents want and is not more expensive than a call centre, as shown in the published Global Accounts
- In-house / directly employed services – 7 day a week caretaking + bulk rubbish collection and horticulture teams.
- Other services – Homeownership, Lettings and Rents surgeries and independent welfare advice service. Link to community halls when re-opened.
- Estate Management Boards – comprise elected tenant and residential leaseholders. Includes allocation of community chest budget.
- Social Value – LSE undertaking a social value review of service.



- Neighbourhood Management – Offices closed during lockdowns 1 and 3, with calls diverted to staff working from home
- Full repairs service restored in July 2020 and in place since then including this winter
- Health and Safety – Block inspections for all high rise maintained and no reduction in caretaking service across all blocks. Fire Risk Assessments, gas inspections and other Health and Safety inspections continued. Additional touch point cleaning introduced.
- Supporting residents – Safe and Well scheme expanded to contacting vulnerable residents. Food kitchen in vacant commercial unit.
- Income Collection – Agile working with focus on proactively contacting tenants and leaseholders to provide support and guidance.
- Regular engagement with our commercial tenants to understand their circumstances and provide support
- Online Estate Management Board Meetings – Started as pandemic developed.



V4
EASTEND
HOMES
Fri 29th

Our Performance

- We benchmark with the THHF sub-group
- Strong relative performance on repairs satisfaction; completions in target; and re-let times
- Our Board also scrutinise performance and develop plans for improvement – e.g. required main contractor to attend meetings for >1yr
- Complaints handling – Ombudsman has found no instance of maladministration
- Universal Credit – pandemic impacts meant >10% of our tenants made a first-time claim during 2020/21, now more than 1/3 of all tenants. Strong engagement to mitigate arrears escalation

New Homes

- 254 homes in the development programme with 37 scheduled to handover in 2021/22 including the first units from a regeneration scheme on the Eric estate in Mile End
- The Eric scheme is the largest 'airspace' scheme to date in the UK and is anticipated to provide 142 new homes of which 80% will be affordable
- Large development at Orchard Wharf with 102 units due for completion in 2022
- First London Living Rent homes are in development programme

Plans for 2021/22

- Re-opening our housing centres from 12 April – booked appointments only at first
- Community centres due to re-open later in Q1
- Replacement of ACM cladding at Denning Pt due to complete c.June 2021
- Board has allocated substantial provision to fund other fire safety works – known and emerging
- Strong record of resident involvement including Board membership and TPAS accreditation, ahead of implementation of White Paper recommendations
- Improving online services for residents, recognising some may want to continue minimising social contacts. But to broaden access, not to cut costs and close locations

