

# **Housing and Regeneration Scrutiny Sub Committee**

## **Tower Hamlets Homes**

**12 January 2023**

## **Year to date performance summary 2022-23**

<b>Measure</b>	<b>Target</b>	<b>Performance</b>
Rent collection	100%	<b>99.0%</b>
Service charge collection	100%	<b>98.4%</b>
Satisfaction with repairs	83%	<b>87.3%</b>
Satisfaction with quality of major works	90%	<b>95%</b>
Satisfaction with caretaking	87%	<b>83.3%</b>
Average re-let time - short term voids (days)	28	<b>20.5</b>

## **Update on Day to Day Repairs**

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- Seven new repairs contracts, including General Build and six Mechanical and Electrical contracts
- All mobilised between 01 Feb and 01 Oct 2022
- One already subject to formal contract sanctions with a view to termination. Interim arrangements are underway for transition to replacement
- Overall an area of significant focus for THH

- Robust contract monitoring in place, incorporating financial penalties for poor performance.

YTD performance across the new contracts includes:

- Customer Satisfaction – 87.3% (target 83%)
- Right First Time – 86.4% (target 85%)(Mears only)
- Emergencies comp in target – 93.1% (target 98%)
- Non-emergencies comp in target- 84.4% (target 95%)

## **Contract 1<sup>st</sup> Year**

- New contract governance, monthly contract meetings - ongoing
- Performance monitoring – additional development – Q4 22/23
- Impose sanctions to drive up performance - underway

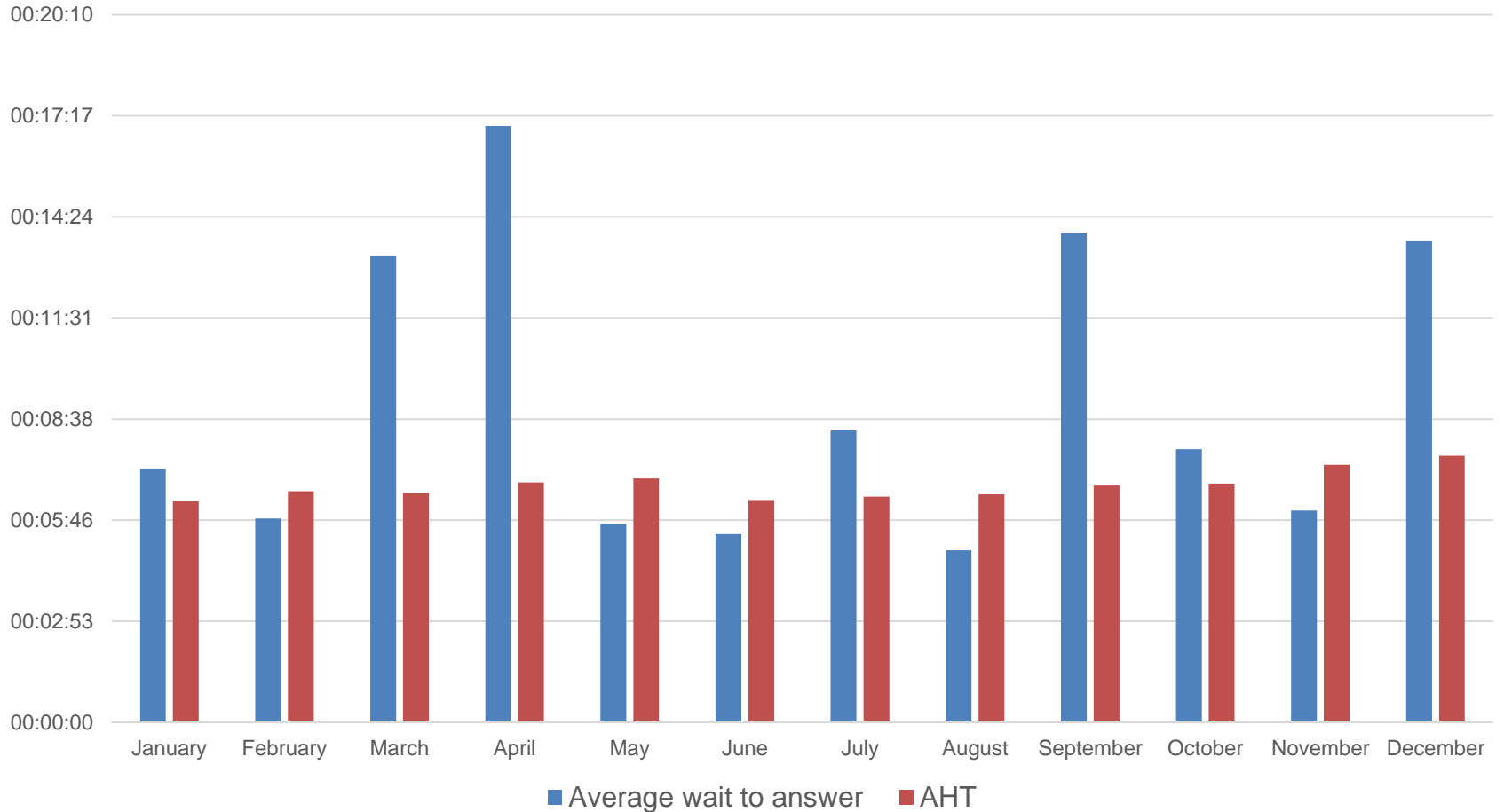
## **Service enhancements**

- Integration of out of hours call handing – Q1 23/24
- Full roll out of SMS messaging – Q1 23/24
- Roll out of self-service appointment booking Q2 23/24

## **Restructure of Repairs team to:**

- Further strengthen contract management – Q1 23/24
- Increase engineering resource – Q1 23/24
- Increase quality checking – Q1 23/24
- Move to patch based technical officers Q1 23/24

# Average waiting and call handling times



**Questions?**