

Annual Report for City of London Housing Service Tenants 2021 - 2022



Welcome to our Tenants' Annual Report for 2021-22.

The report gives an overview of the City of London Housing Service performance in key areas of work in the last financial year, including achievements and a look at our plans for 2022-23.



Estate Services

 **846** INSPECTIONS CARRIED OUT

The Estate Services team take care of various cleaning, minor maintenance and gardening tasks. Every month the Estate Services Manager monitors and grades each estate to ensure that it is up to standard. Staff will report any issues that need attention to the Repaies team to make sure that it is brought up to the required standards.



66

Hazards identified



53

ASB cases recorded

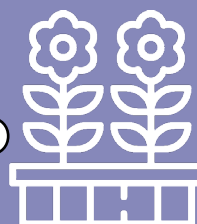
88%



Average block inspection score

Average grounds inspection score

88%



Achievements 2021 - 2022

Updated the property information boxes on all estates to fall in line with GDPR standards. These boxes contain key building safety information and details of any on-site hazards. This information can greatly assist fire crews in the early stages of an incident.

Key Challenges 2022 - 2023

Ensuring the inspection results are communicated to residents in the most transparent and accessible way.



If you notice any areas of your estate that need attention, in the first instance please contact your estate office and let them know of the problem. If you feel the issue has not been resolved to your satisfaction then you may contact the Estate Services team directly at EstateServices@cityoflondon.gov.uk.

Allocations

 **51 PROPERTIES LET**

The Housing Needs team are responsible for processing any applications for housing submitted to the City of London Housing Service. They manage the housing register and subsequent property allocations from the waiting list.

36

under Choice Based Lettings

4

under mutual exchange

11

under management transfer



89

number of days void



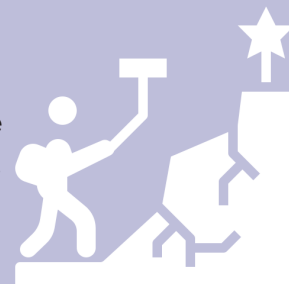
899

on the Housing Waiting List



Achievements 2021 - 2022

Removed over 270 applications of people no longer eligible for the Housing Register, ensuring those on the waiting list are accurately positioned and kept well informed on their status.



Key Challenges 2022 - 2023

Working to reduce the number of days properties are void.

If you are in a property which has more bedrooms than you require, the team may be able to help you find a smaller property more suited to your needs. Moving to a smaller property may also help with reducing heating costs.

You can contact the team for advice at HAdvice@cityoflondon.gov.uk

Rents & Service Charges



£10.4m
collected in
rent



3.47%
tenants in
rent arrears



£1.8m
collected in
service charges

Repairs & Maintenance

 **7,271 REPAIRS ORDERS COMPLETED**

94%

Overall satisfaction with our repairs and maintenance service

98%

Satisfaction with repairs carried out in properties

84%

of appointments made were kept

95%

of four hour immediate repairs completed on time

97%

of 24 hour emergency repairs completed on time

96%

of five day routine repairs completed on time

94%

of 3 days urgent repairs completed on time

94%

of 20 days routine repairs completed on time



13,505 CALLS HANDLED

The team have worked to provide disability adaptations to our properties, so far installing:

24

over bath showers



74

changes of heating



28

accessible kitchens



Achievements 2021 - 2022

Ensuring 98.4% of our properties have a valid Gas Safety Certificate.

Key Challenges 2022 - 2023

Appointing a new repairs contractor, with involvement from residents. If you are interested in getting involved in this exercise and other service consultations you can join the Housing User Board.

Email Resident.Involvement@cityoflondon.gov.uk to join the group.

Repairs can be reported on **0800 035 0003** or email propertyservices@cityoflondon.gov.uk
Out of hours repairs can be reported on: **020 7256 6583**



Major Works

 **£7,150,693.81 SPENT ON WORKS**

THIS YEAR THE TEAM INSTALLED:

673

fire doors



2475

smoke/ heat/
carbon monoxide
alarms



99.6%

CUSTOMER SATISFACTION SCORE

New Developments



3

**PROPERTIES
COMPLETED**



91

**PROPERTIES
OBTAINED
PLANNING
PERMISSION**



Achievements 2021 - 2022

Good progress made with two new developments, one reaching completion and the other on track to complete by the end of 2022. These include two new homes at the base of Great Arthur House on Golden Lane Estate, and three new three bed homes at Isleden House. Another major development on Golden Lane is also nearing completion with 66 new social housing units due at the end of 2022.

Key Challenges 2022 - 2023

Another other significant project which is now progressing to start on site this year is the development of 91 new social housing units on the York Way Estate.



Complaints

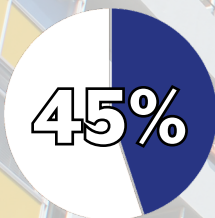
 **77 COMPLAINTS INVESTIGATED**



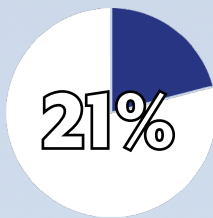
74%
about **Repairs
& Maintenance**



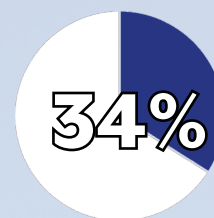
26%
about **Housing
Management**



45%
were not upheld



21%
were partially upheld



34%
were upheld

14% ESCALATED TO STAGE 2

4 complaints referred to the Ombudsman

0 complaints were upheld by the Ombudsman

0 compensation issued to Ombudsman complaints

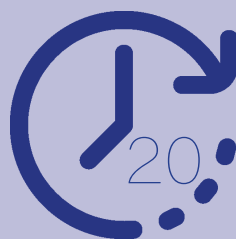
If you are dissatisfied with a service or have a problem, the first thing to do is talk to staff about it. You can ring your estate office, send an email or speak with someone face to face. Explain the problem and staff will discuss with you what can be done.

Every estate has a Resident Services Officer and you may want to ask to speak to them or make an appointment to see them. If the complaint is about another service, you can ask to speak to the manager of that service.

If the staff member you speak to cannot resolve the problem within 10 working days or you are dissatisfied with the action they take, then you may wish to use our formal complaints process.



99%
of Stage 1 complaints responded to in 10 days



100%
of Stage 2 complaints responded to in 20 days

If you would like to complain to the City of London Housing Service, you can submit to Housing.complaints@cityoflondon.gov.uk or phone **020 7033 6060**