2022-23

# Annual Report for Tenants

City of London Housing Service



### Repairs & Maintenance

7,398 Repairs reported

7,290 Repairs orders completed



10.807 CALLS HANDLED



**Emergency repairs** 

83% Completed on time



Four hour immediate repairs

83% Completed on time



Three day urgent repairs

83% Completed on time



Five day routine repairs

83% Completed on time



Twenty day routine repairs

82% Completed on time



Gas safety checks

98.8% Completed



**Fire Risk Assessments** 

100% Compliant

#### **Disabled Adaptations**







2 Level access baths 7 Page of heating 4 Kitchen adaptations



1 Over bath showers & 1 Ramps | 17 Other 1 Stairlifts







## **Major Works**



£14,117,636

Spent on Major Works



2024

Heat, smoke & carbon monoxide alarms installed



690

Fire doors installed



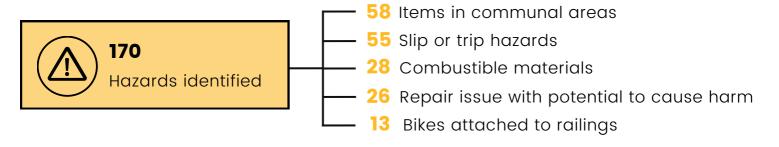
61

Flats with sprinklers installed

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CITY OF LONDON HOUSING SERVICE

#### **Estate Services**



**Q** 638

Inspections carried out



87%

Average block inspection score



84%

Average ground inspection score



333

Personal Information Box checks



65

Recorded anti-social behaviour (ASB) cases



40

Estate walkabouts completed

Looking towards 2023-24: We will continue to maintain high inspection standards and improve resident satisfaction in areas impacted by major projects and new developments. We will be introducing new inspection software to staff.

# Complaints

Complaints received



63

Complaints about repairs



Complaints about Housing Management



75

Stage One complaints



98.5%

Responded to in 10 days



17

Stage Two complaints



97.8%

Responded to in 20 days



18

Complaints upheld/partially upheld



Referred to ombudsman (not upheld)

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## **New Developments**

#### In progress 🌣

66 new flats are under construction on the City of London Primary Academy Islington (COLPAI) development on Golden Lane Estate, and three new flats were completed at Isleden House in the Spring.

#### **Broken ground**



Work has begun on 201 new properties; 110 on Sydenham Hill Estate in Lewisham, and 91 on York Way Estate in Islington.

#### **Allocations**

**53** Properties let



41 Choice Based Lettings

7 mutual exchanges

management transfers

sheltered properties

90%

properties let on first offer

100%

of applications processed within target

344

new applicants were accepted onto the list

909

Households on the housing waiting list

Looking towards 23-24: Upon completion the team will be letting 66 new homes at the new COLPAI developments on Golden Lane Estate.

## Rents & Income Recovery



£10.2m

Rent collected from tenants

97%

Collection rate

£118

Av. weekly rent charge

£1.8m

Collected in service charges

Looking towards 23-24: We will be introducing a new automated telephone payments line, and the team will continue to support residents who are affected by the cost of living crisis,

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