

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



**97** Change of heating



**16** 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

# Estate Services


 **170**  
Hazards identified


- 58** Items in communal areas
- 55** Slip or trip hazards
- 28** Combustible materials
- 26** Repair issue with potential to cause harm
- 13** Bikes attached to railings

 **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

**92** Complaints received

 **75**  
Stage One complaints

 **98.5%**  
Responded to in 10 days

 **17**  
Stage Two complaints

 **97.8%**  
Responded to in 20 days

 **63**  
Complaints about repairs

 **29**  
Complaints about Housing Management

 **18**  
Complaints upheld/partially upheld

 **1**  
Referred to ombudsman (not upheld)

# 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

**8**

management transfers

**5**

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,