



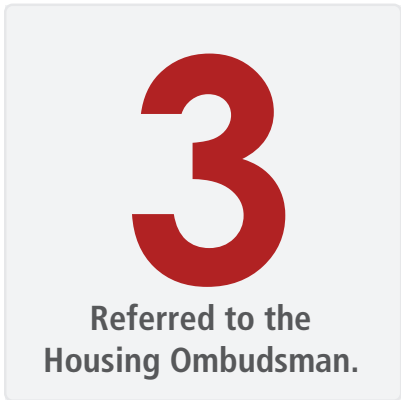
How did we do?

Annual report for City of London tenants 2014/15

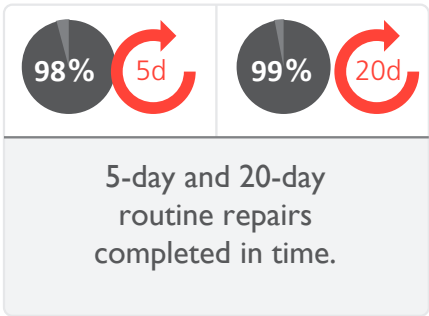
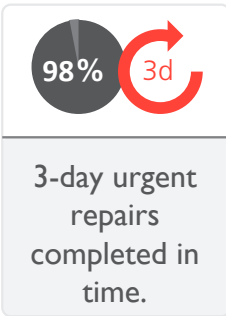
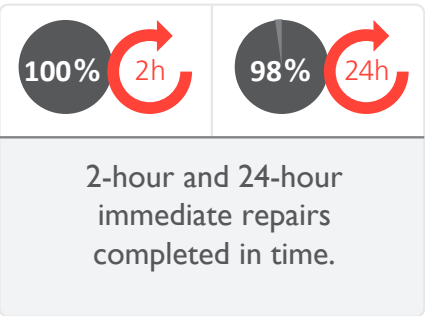
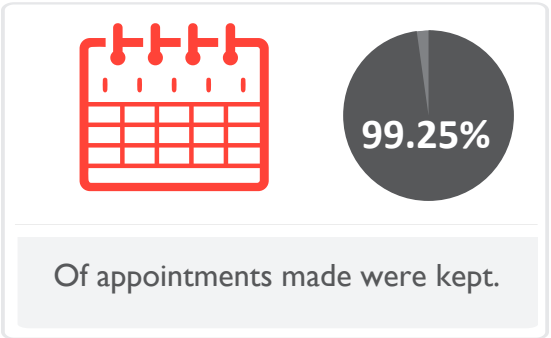
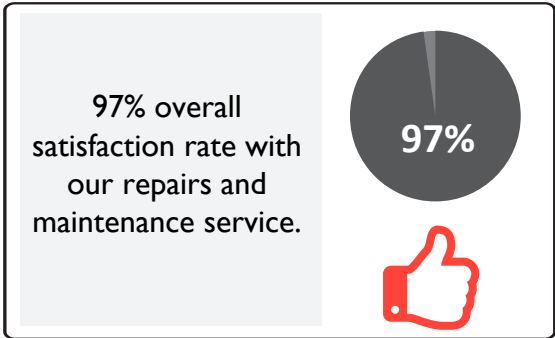
HOW DID WE DO?



Customer complaints



Repairing and maintaining your home



Gas servicing

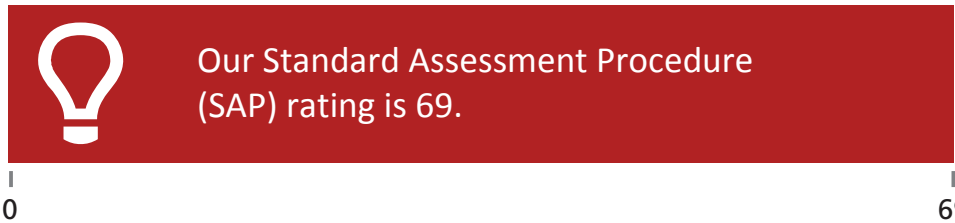
99% of our properties have a valid Gas Safety Certificate, or CPI2, for gas safety. The national target is 100%. We have not been able to achieve this because some tenants persistently refuse to allow us access to their homes. We continue to make every effort to address this, with various initiatives including Saturday appointments, stopping non-emergency repairs in the home and legal action.

Planned Maintenance and Improvement Works



Between April 2014 and the end of March 2015, we spent £5,350M investing in our housing stock. This included carrying out national Decent Homes works.

Energy efficiency



The SAP rating is the national calculation for measuring the energy efficiency of a house. A perfect rating is 100 and our figure of 69 is a good rating for our older housing stock.



Tenant and resident satisfaction with estate services

No surveys were done during the reporting period as the timing of these has been moved to the summer. Therefore, new results will be available in the 2015-16 report. The most recent results we have available are as follows:



76% of households were satisfied with cleaning standards on their estate



82% of households were satisfied with the overall service we provide on their estate.



82% of households were satisfied with the customer service on their estate.

Supporting People and Supported Housing



99% of vulnerable people supported to maintain independent living.

This applies to residents in our sheltered accommodation and those who receive support in their own home.

Rent collection



We collected 98.7% of all rents owed.

Rent from City of London tenants collected  £11.6m

Service charges from home owners collected  £1.36m

Commercial rents collected  £1.19m

How we allocated and let our properties

102 

Total properties let.

94 

Properties let under Choice Based Lettings.

693 

People on the waiting list.

20 

Households living in temporary accommodation.

SOME OF OUR ACHIEVEMENTS 2014/15



Introduced Facebook pages for all our estates.



Supported residents affected by benefit reform and achieved a record level of rent collection.



Established and ran the hugely successful 'Remembering Yesterday, Celebrating Today' programme of community events.



Demolished the old Avondale Community Centre and started work to develop a new one plus 16 new homes.



Set up a Housing User Board (HUB) to help us with detailed consultation and policy development.



Developed plans to build new homes on the Richard Cloudesley School site in Islington.



Took possession of 43 new flats at Horace Jones House next to Tower Bridge.



Produced a new Anti-Social Behaviour policy.

KEY CHALLENGES 2015/16



Supporting residents affected by the introduction of Universal Credit and other benefit reforms.



Implementing new policies for Rents, Tenancies and Allocations.



Moving forward with plans to improve the homes we offer to older residents.



Addressing nuisance behaviour on our Square Mile and Islington estates through a pilot Neighbourhood Patrol Service.



Managing changes in national housing policy and the impact this will have on our financial position.



Upgrading our properties by ensuring that work starts on major repairs programmes.



Upgrading our use of IT to streamline processes, reduce paperwork and improve communications with residents.