



How did we do?

Annual report for City of London tenants 2015/16



HOW DID WE DO?

Customer complaints

43

Complaints received

1

Referred to the Housing Ombudsman

Repairing and maintaining your home



5,819 REPAIRS



96.75% overall satisfaction rate with our repairs and maintenance service.



96.34% satisfaction rate with repairs carried out in your homes.



95.25% of appointments made were kept.



100% of our 2-hour immediate repairs completed on time.



99% of our 24-hour emergency repairs completed in time.



99% of our 5-day routine repairs completed on time.



99.1% of our properties had a valid Gas Safety Certificate, or CP12, for gas safety.

Planned maintenance & improvement works

£4.088 million

Between April 2015 and the end of March 2016, we spent £4.088m investing in our housing stock. This included carrying out Decent Homes works. £3.105m was spent on responsive repairs and contract servicing.

Energy efficiency



Our Standard Assessment Procedure (SAP) rating is 67 out of a possible 69.

The SAP rating is the national calculation for measuring the energy efficiency of a home. Because of the type of dwellings we have we can only achieve a maximum rating of 69.

Tenant and resident satisfaction with estate services



More than 80% of our residents are satisfied or very satisfied with the service provided by the City of London Housing Service.



82% of our residents are satisfied or very satisfied with the cleanliness of their scheme or estate.



92% of our tenants think their rent provides value for money.



75% of our residents are satisfied or very satisfied that we listen to their views and act upon them.

How we allocated and let our properties

159 
Properties let

96 
Properties let under Choice Based Lettings

815 
People on the housing waiting list

21 
Households living in temporary accommodation

Rent collection

Rent collected from City of London tenants



£13.1m

Service charges collected from home owners



£1.95m

OUR KEY ACHIEVEMENTS 2015/16



Work started on the re-cladding of Great Arthur House, Golden Lane Estate.



Finalised and distributed the updated Tenants' Handbook.



43 new social housing flats were let at Horace Jones House near Tower Bridge.



1 new flat was completed and let at Dron House.



Supported residents affected by benefit reform and achieved a record level of rent collection at 98.8%.



Addressed nuisance behaviour on our Square Mile and Islington estates by introducing a pilot of the Neighbourhood Patrol Service in partnership with Parkguard.



Introduced a new Complaints Policy to help residents to raise concerns.

KEY CHALLENGES 2016/17



Working with residents to decide the future use of the Golden Lane Community Centre.



Delivering the ambitious major works programme to homes across our estates.



Increased pressure on Housing Register due to high cost of housing in London.



Continuing to support residents affected by the introduction of Universal Credit and other benefit reforms.



Continuing to provide high quality services despite a reduction in income caused by the 1% reduction in rent.



Completion of a new community centre and 18 new flats at Avondale Square Estate.



Providing support and assistance to residents moving from Mais House prior to the redevelopment work.



Responding to the changes effected by the Housing and Planning Act 2016 – providing information to residents about their rights.



Continuing the work to upgrade our IT systems, providing electronic communications to residents wherever possible.

If you require a more detailed version of this report, please contact us on: resident.involvement@cityoflondon.gov.uk.