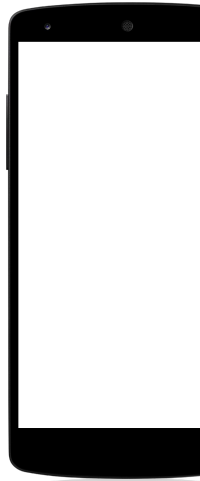


# Jahedur Rahman

## Head of Housing Transformation

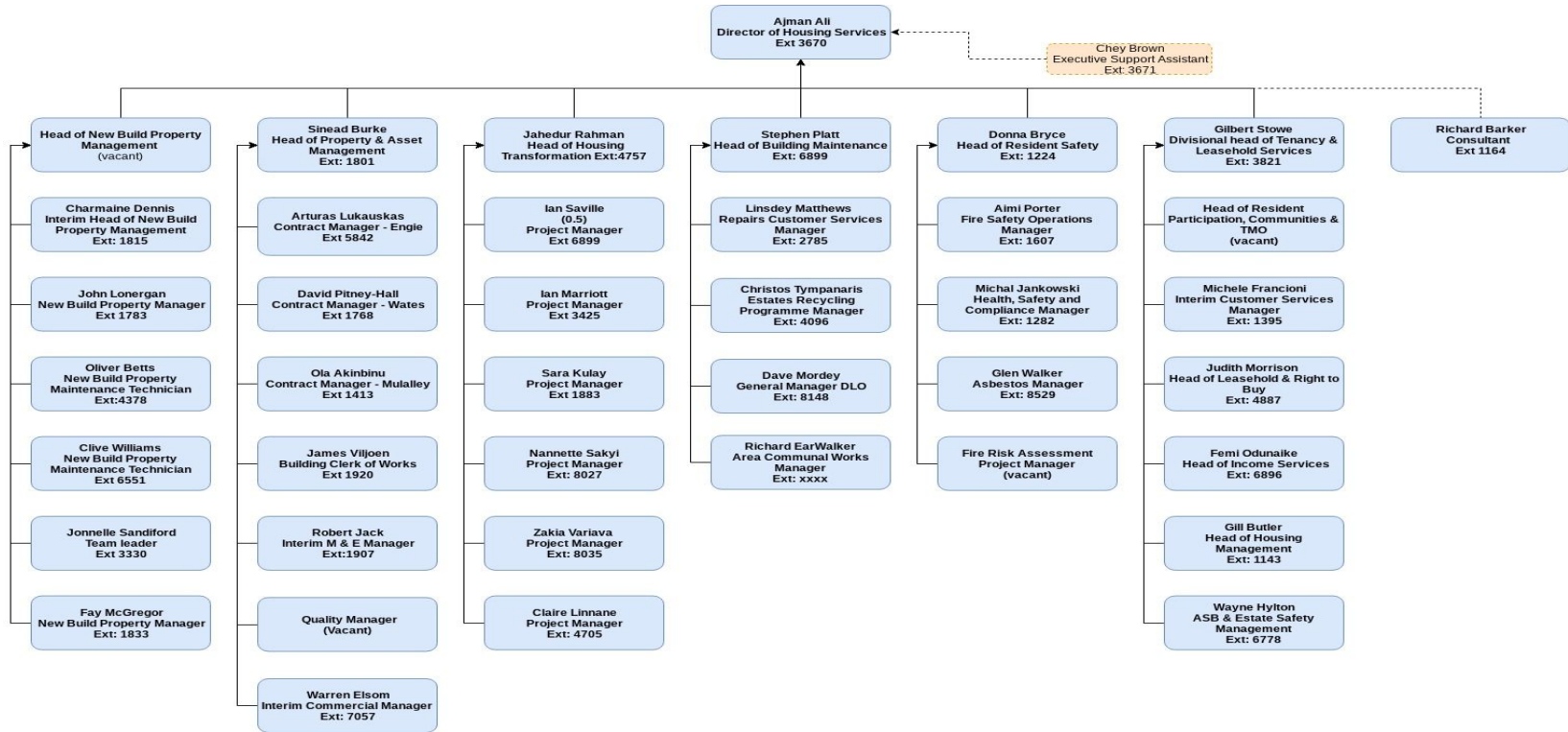
Overview and Scrutiny Commission

Working for better homes



 Hackney

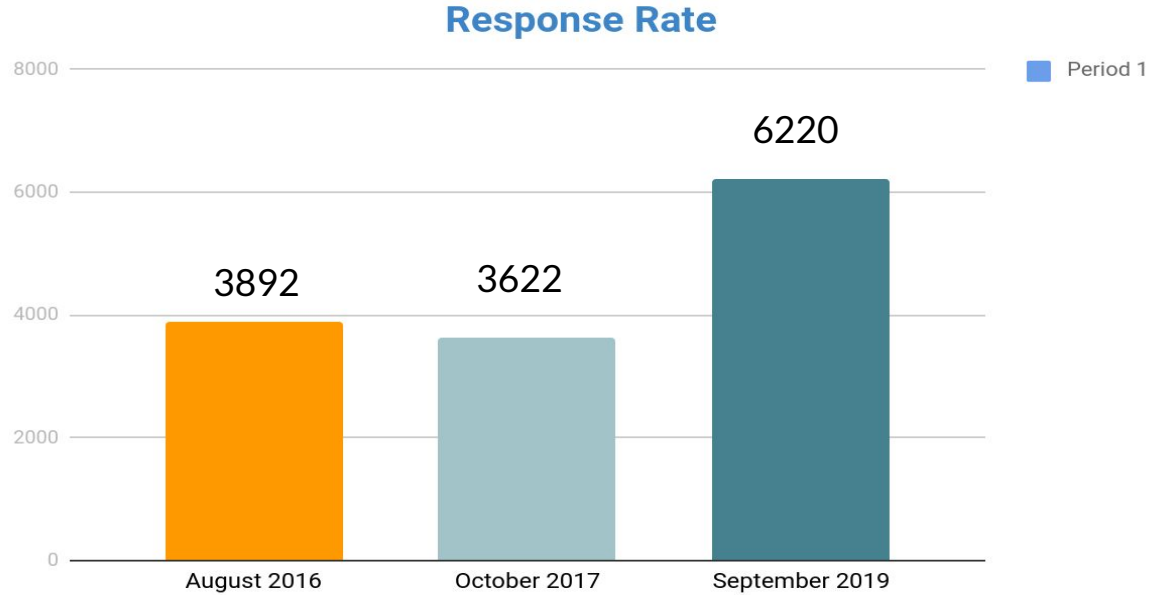
# Housing Service Structure Chart



# Housing Stock Data

Category	Hackney Managed	TMO Managed	Total
Lease/freehold	8246	1519	9765
Tenant	18275	3530	21805
Total	26521	5049	31570

# September 2019 Resident Satisfaction Survey



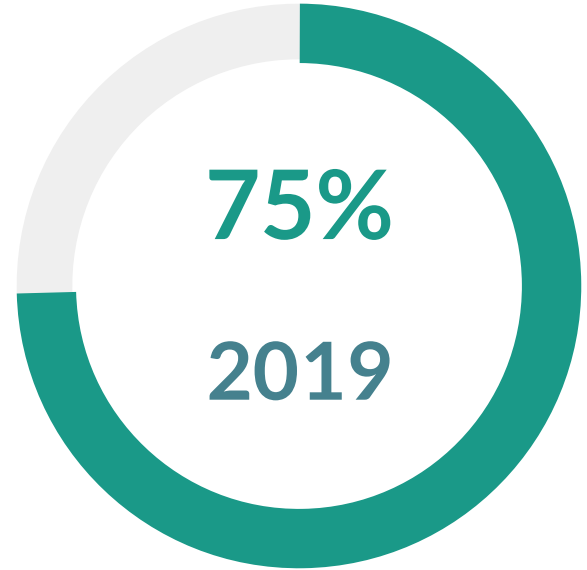
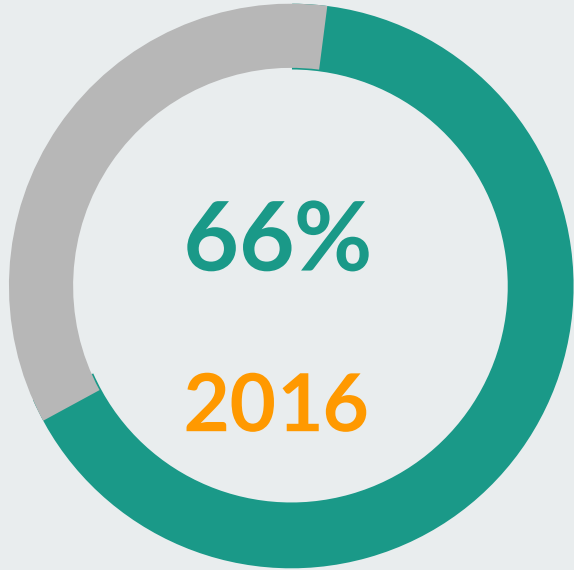
Working for better homes



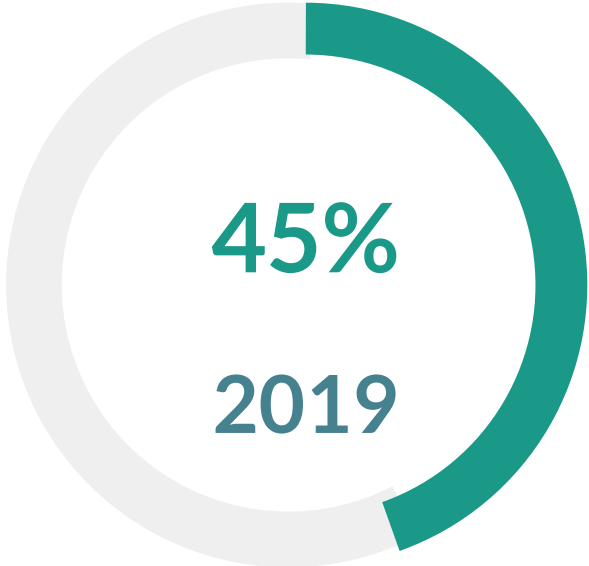
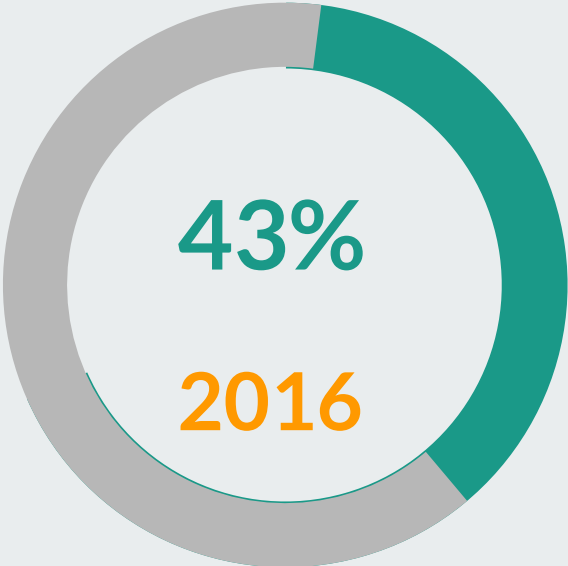
# 2019 Response Breakdown

	Number Of Responses 2019	Number Of Responses 2017
<b>NHO Tenants</b>	<b>4,084</b>	<b>1,922</b>
<b>NHO Leaseholders</b>	<b>1,234</b>	<b>704</b>
<b>TMO Tenants</b>	<b>701</b>	<b>829</b>
<b>TMO Leaseholders</b>	<b>201</b>	<b>167</b>

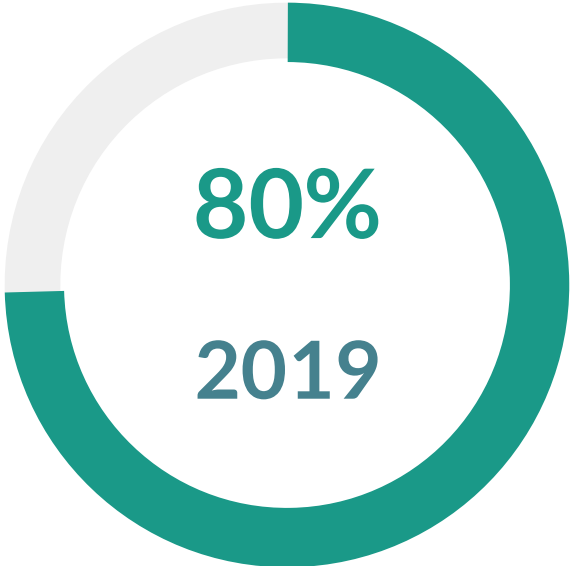
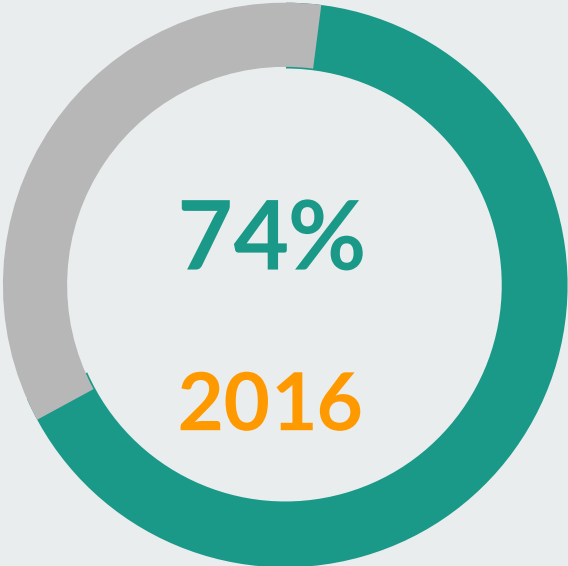
# Tenants Satisfied with Overall Housing Service



# Leaseholders Satisfied with Overall Housing Service

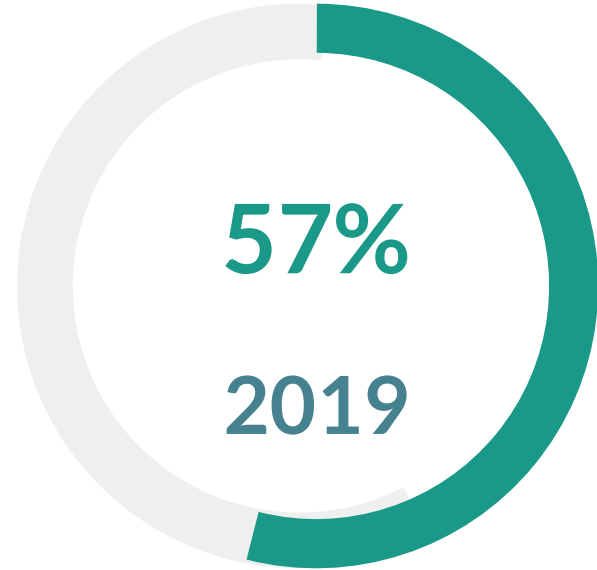
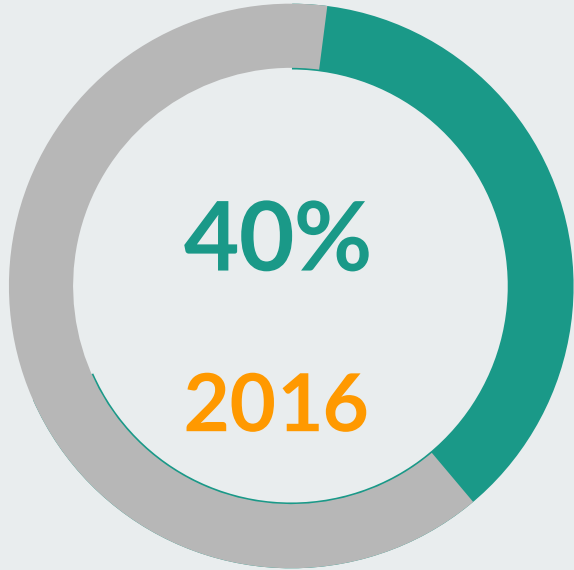


# TMO Tenants Satisfied with Overall Housing Service





# TMO Leaseholders Satisfied with Overall Service



# Benchmark Of Our Performance

Working for **better homes**

The logo for Hackney, featuring a stylized house shape formed by two parallel lines. The top line is dark teal and the bottom line is light teal. The word "Hackney" is written in a bold, black, sans-serif font, with a small circular icon containing a white arrow pointing to the right, positioned to the left of the text.

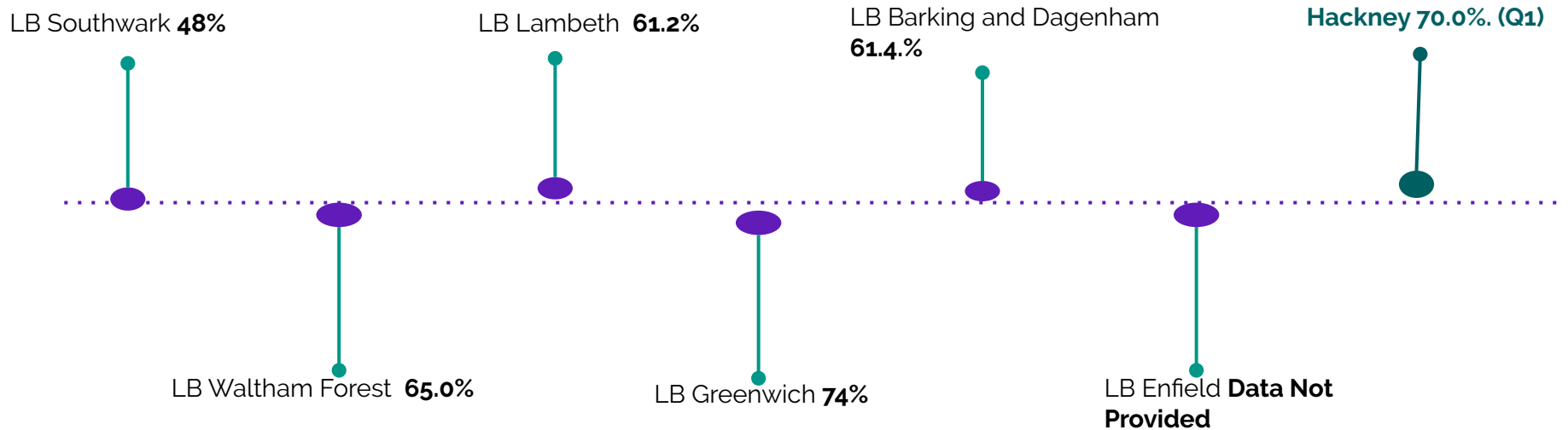
**↪ Hackney**

# How Do We Compare with Others?

1. London Borough of Southwark?
2. London Borough of Waltham Forest?
3. London Borough of Lambeth?
4. Royal Borough of Greenwich?
5. London Borough of Barking and Dagenham?
6. London Borough of Enfield

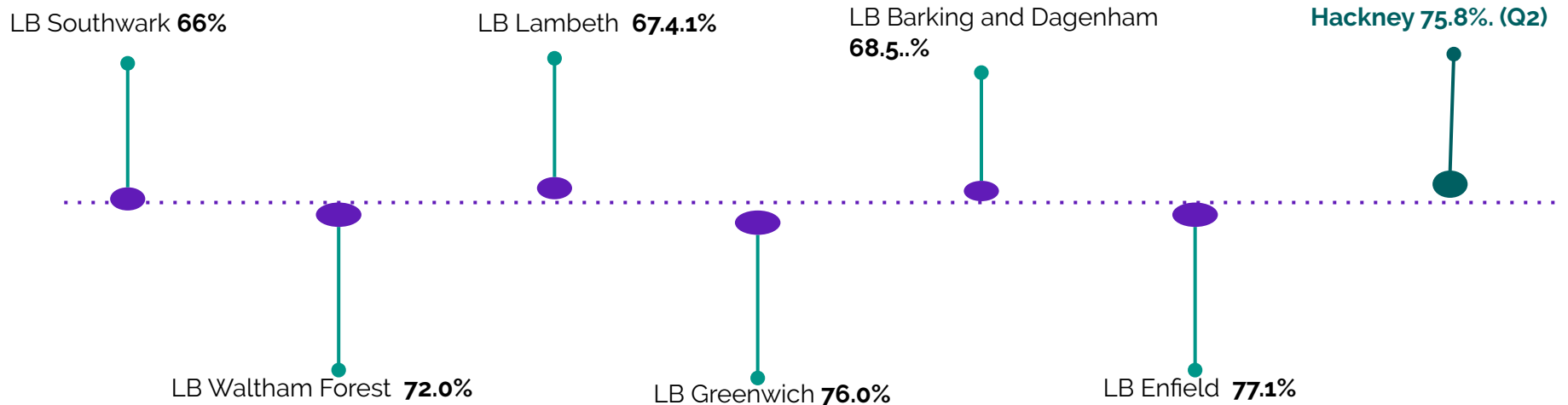


# Tenants Satisfaction with Repairs and Maintenance



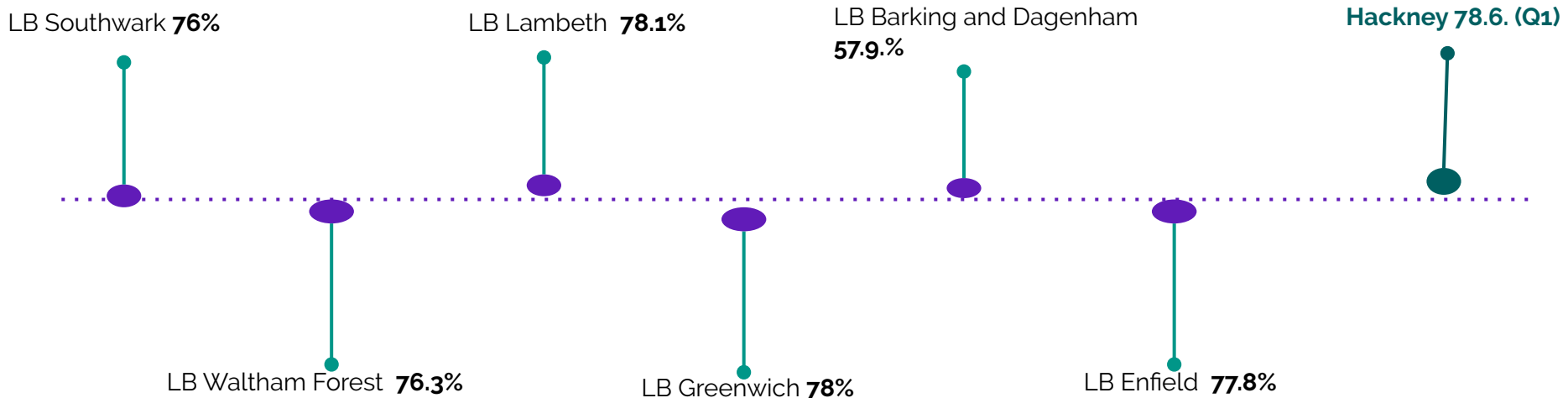


# Tenants Overall Satisfaction with Housing service provided



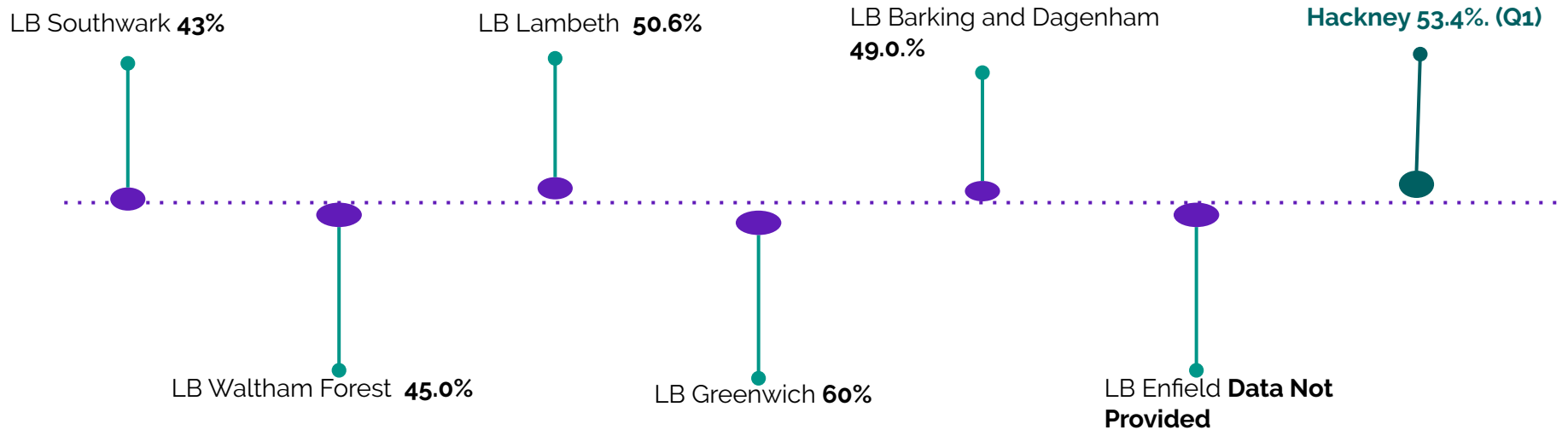


# Tenants Satisfaction with a Neighbourhood as a place to live



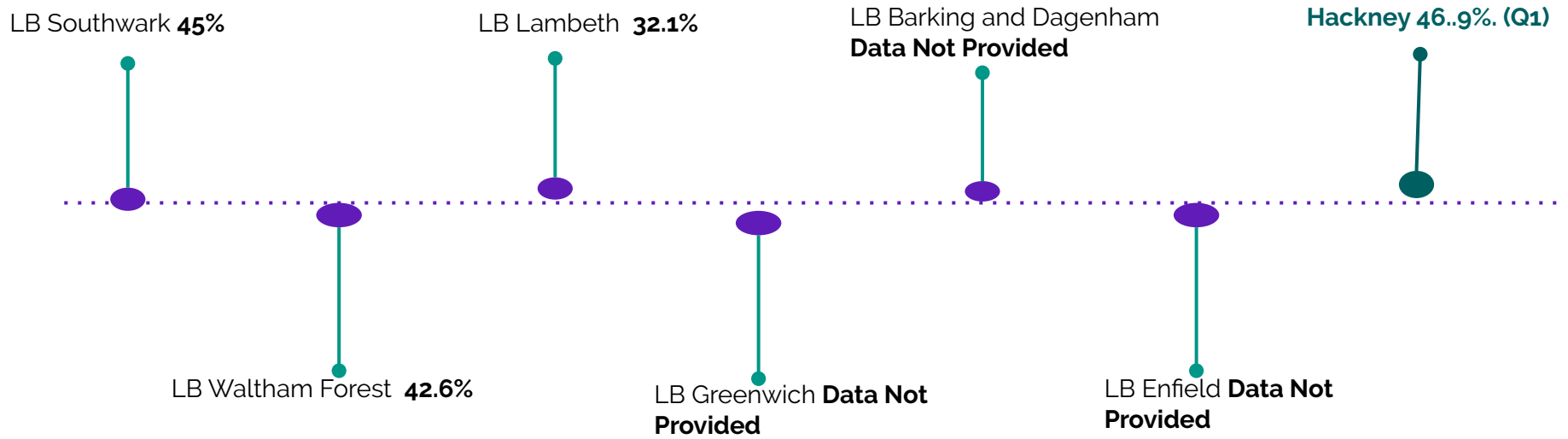


# Tenant Satisfaction that their views are being listened to and acted upon.



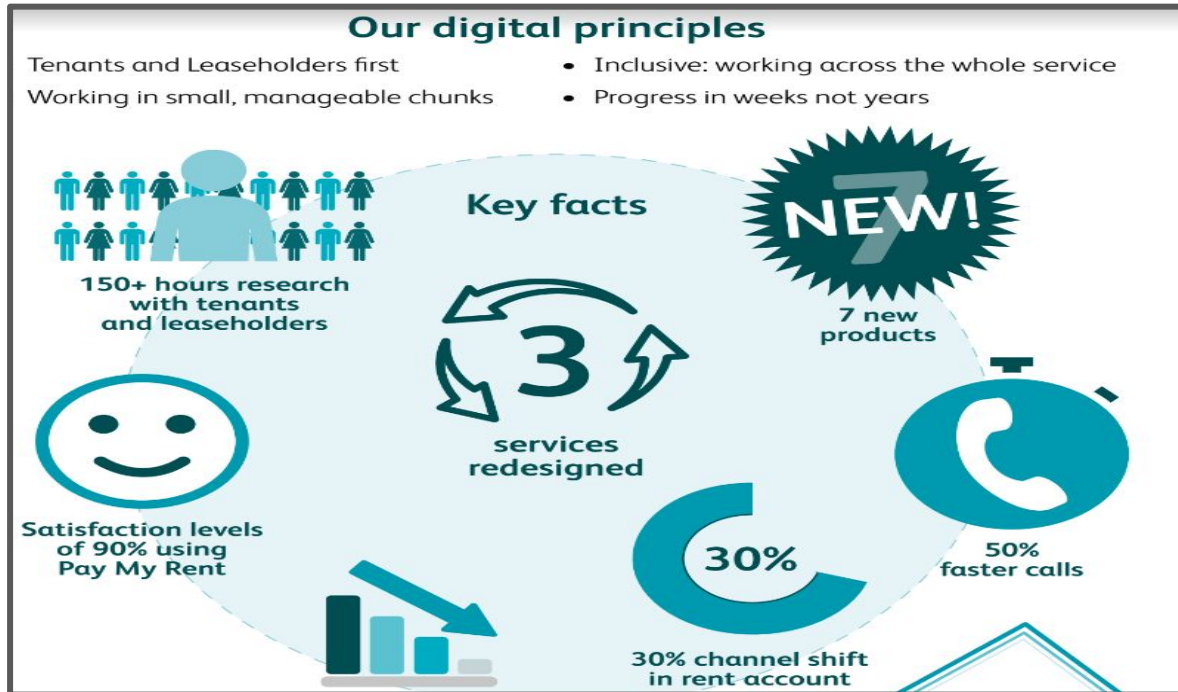


# Leaseholder Overall Satisfaction with the service provided





# Digital Transformation Programme



## Supporting **staff** to help residents **in** their homes

One of our key objectives is to provide a more customer-focussed, efficient service for tenants and leaseholders.



The 'manage a tenancy' app has:

- Enabled us to support residents in their homes
- Provided officers with a single view of tenants' transactions
- Eliminated trips back to the office to input/check information.
- Reduced time of tenancy checks by 50%
- More than doubled the number of home visits achieved through mobile working.

Repairs

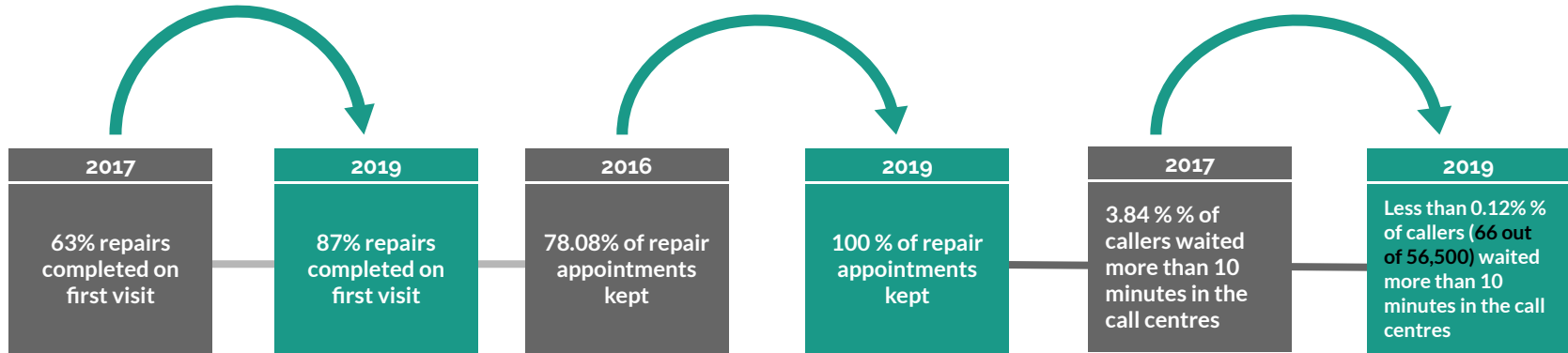
- Track a Repair has reduced the length of time it takes Leaks Hub officers to identify related jobs and diagnose repairs issues by 40%
- Mobile working in repairs increased satisfaction by 10% in the first three months. Staff are adopting new tools and ways of working which had previously been resisted.

Hackney

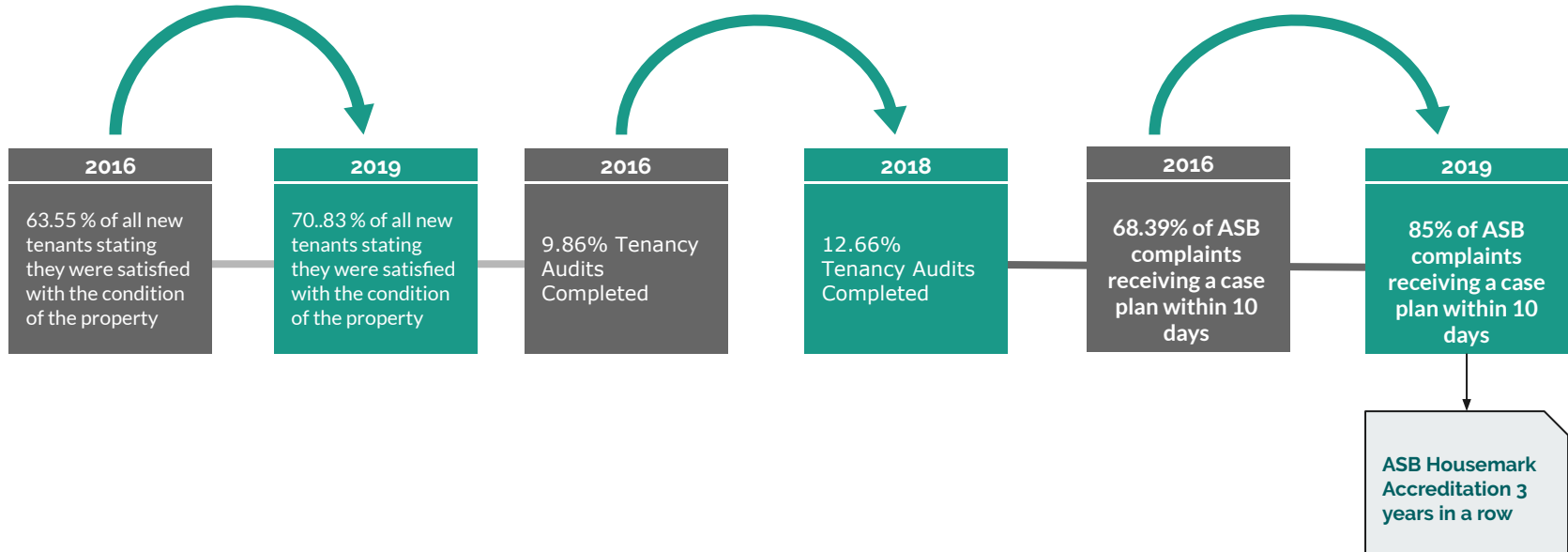


UK Housing Award 2019 ( Highly Commended)

# What has happened between 2016-2019



# What has happened between 2016-2019



Questions?

