

Living in Hackney Scrutiny Commission

16 December 2019



Chyrel Brown,
Chief Operating Officer



Sue Hanlon,
Director of Maintenance
Delivery Service

One Housing: Facts & Figures

- We own and manage over **17,000** homes in London and the South East
- At least 50% of the new homes we build each year are London living rent, affordable rent or shared ownership
- Around **35,000** customers live in a One Housing home
- We provide care and support to over **8,000** customers with a range of needs, including people with lived experience of mental health, older people, people with learning disabilities and those experiencing homelessness
- We complete 97% of routine repairs within our target of 20 days
- We maintain 100% compliance in all assessments covering fire safety, gas safety and water safety
- Approximately 1,600 people work at One Housing

As at 31 March 2019, our total stock in Hackney was **815**, split into:

- 260 general needs
- 120 health, care & support
- 387 leasehold
- 48 commercial or other

Maintenance Delivery Services

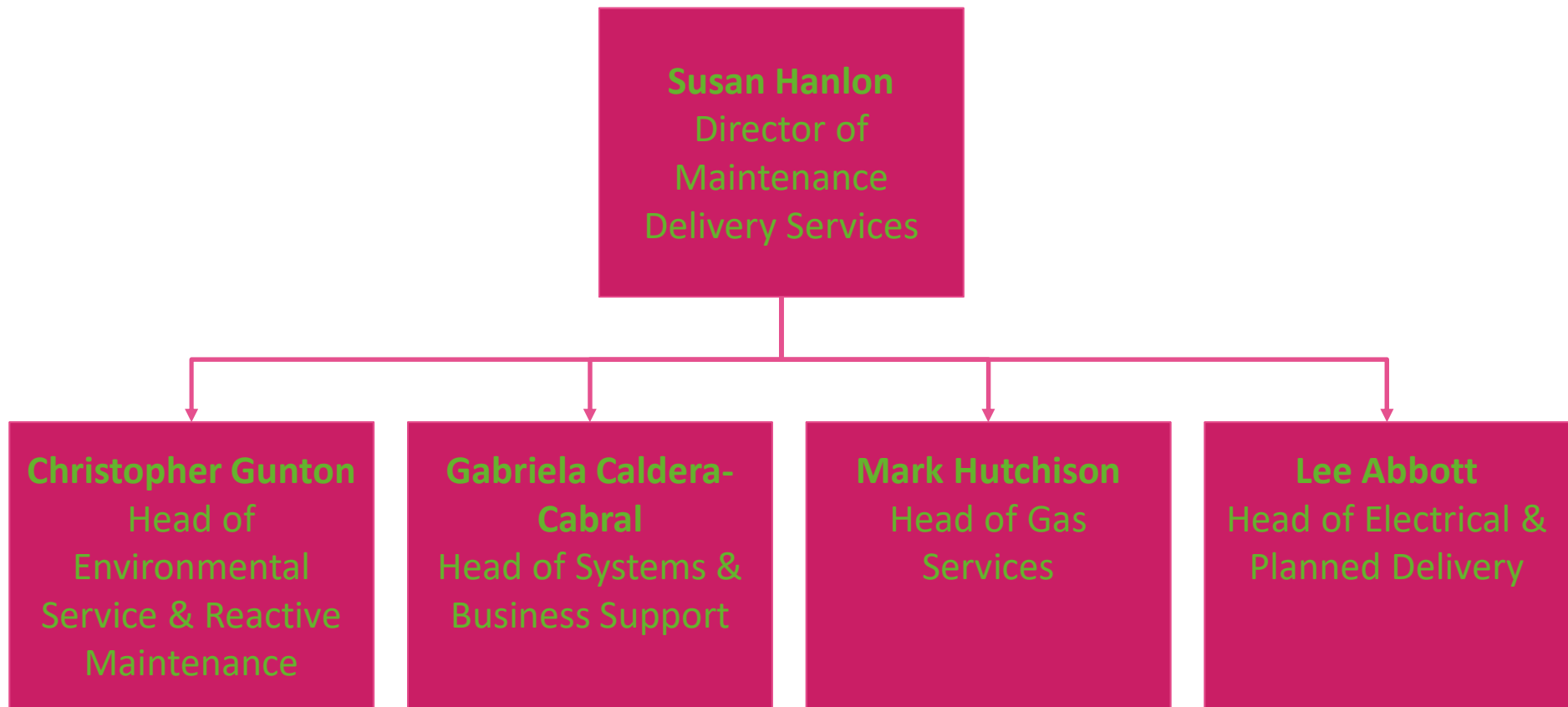
The Maintenance Delivery Services team are the internal repairs provider, responsible for the repairs and maintenance of 20,000 One Housing Group properties.

Previously called One Direct, the team of 180 staff transferred to One Housing Group on 1 October 2019, under TUPE legislation.

The Maintenance Delivery Services team are responsible for:

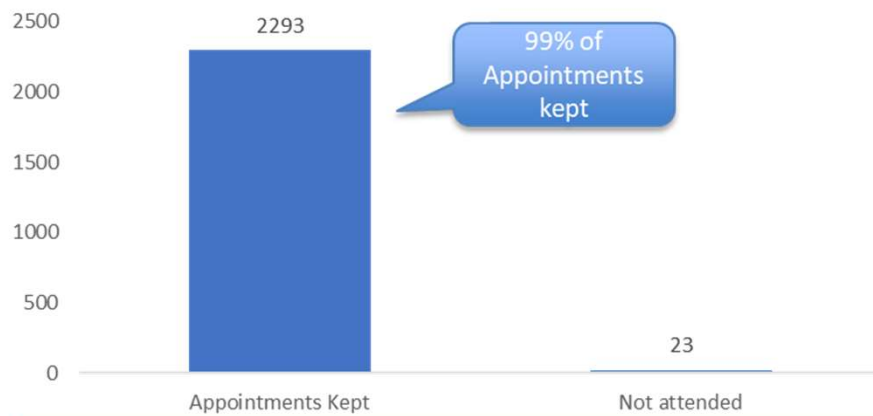
- Gas Repairs
- Planned & Electrical Delivery Services
- Reactive Services
- Systems & Business Support Services

Maintenance Delivery Services Management Team

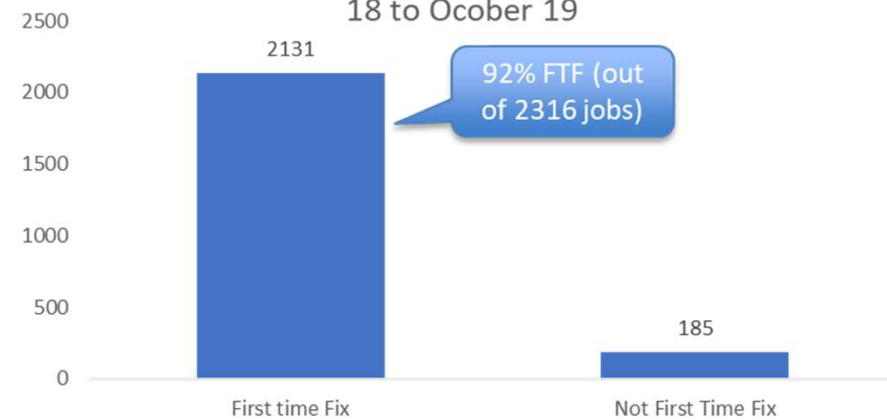


Repairs and Maintenance Analysis for Hackney

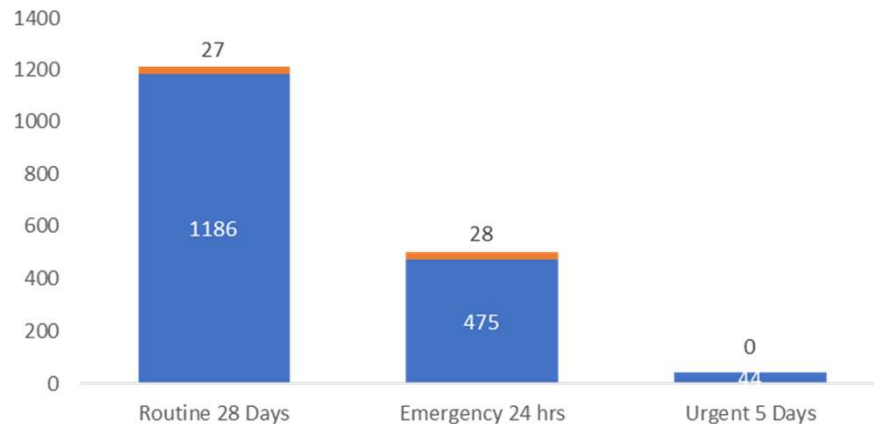
Volume of appointments kept vs not attended between November 18 to October 19



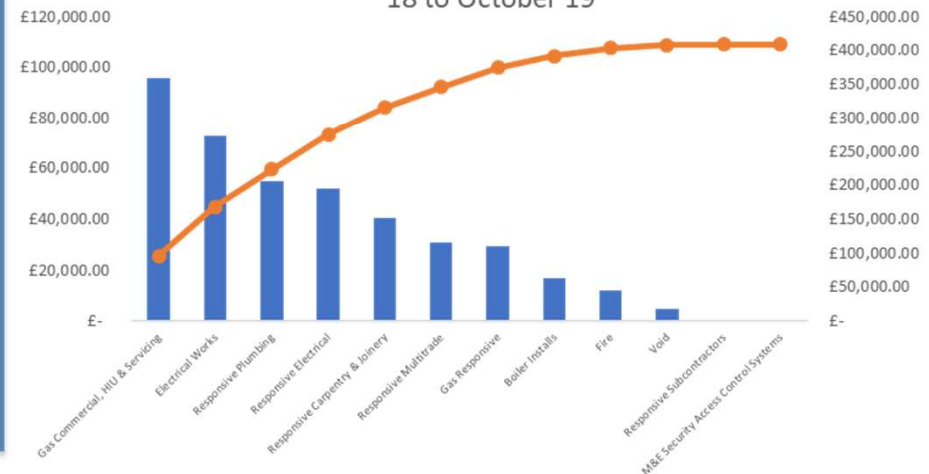
Volume of Jobs completed between November 18 to October 19



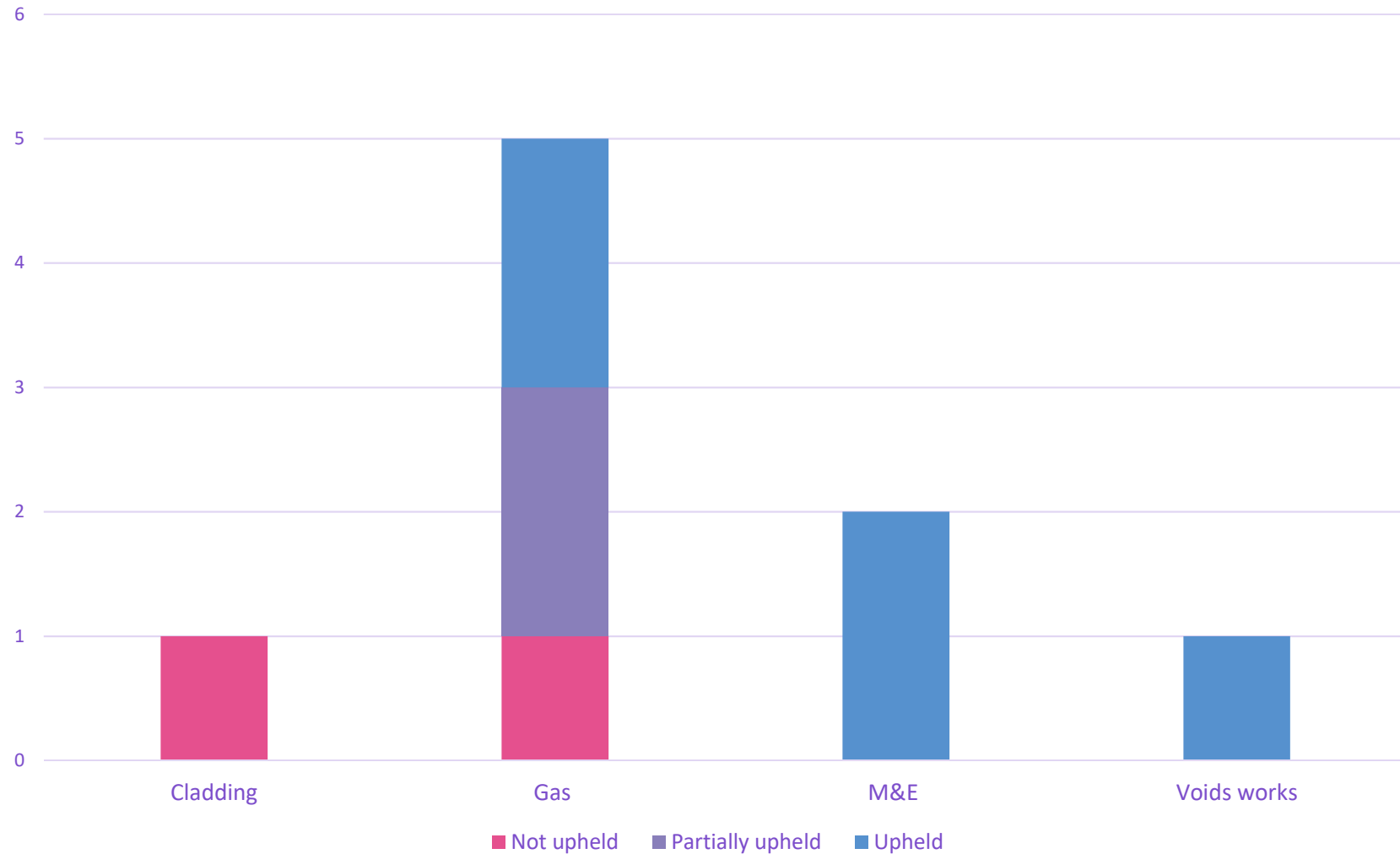
Volume of jobs attended within appointment timeframe (am & pm) between November 18 to October 19



Expenditure by Worktype in Hackney between November 18 to October 19



Complaints Analysis – 1 April 2019 to date



New ways of working

Leadership team

Investment in new ways of working

Contact centre

Estate service standard

Building relationship

Questions