

# Impact of Covid 19 On Housing Service

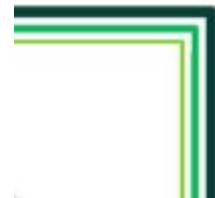
David Padfield

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 bold black text to the right of the house shape.

→ Hackney

# Overview of Housing during lockdown



<b>Paused</b>	<b>Continued</b>
<b>Non urgent repairs</b>	<b>Emergency repairs</b>
<b>Capital Programme</b>	<b>Mechanical &amp; Electrical inspections</b>
<b>Face-to-face meetings</b>	<b>Telephony</b>
<b>Arrears Work</b>	<b>Health &amp; Safety inspections</b>
<b>Section 20 notices</b>	<b>Lettings</b>
<b>Tenancy Audit</b>	<b>ASB work</b>
<b>Playgrounds/ MUGAs</b>	<b>Grounds Maintenance</b>



# Lockdown Achievements



<b>Emergency Repairs</b>	> 6,000
<b>Humanitarian assistance</b>	> 13,000 deliveries
<b>Calls to Vulnerable</b>	> 6,000
<b>Lets Talk</b>	> 500 residents helped



# Now...

<b>Repairs</b>	BAU
<b>Gas Certificates</b>	98%
<b>Capital Programme</b>	BAU
<b>Housing Offices</b>	Closed
<b>Community Halls</b>	Closed
<b>Playgrounds / MUGAs</b>	Open
<b>Rent Arrears</b>	>£7m



# HRA savings requirement



£'000	2018/19	2019/20	2020/21	2021/22	2022/23
Total savings needed	4,000	2,500	1,000	1,000	1,000
Additional pressures			1,500	1,000	500
Replenish reserves				500	1,000
<b>Updated Savings</b>	<b>4,000</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>	<b>2,500</b>



# Challenges & Opportunities

- Working From Home - Office Footprint
- Paperless Systems
- Better ICT
- Targeted Face-to-Face Offer

