



CLARION
HOUSING

**London Borough of Islington
Housing Scrutiny Committee
19th November 2018**

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Clarion Housing Association**

Clarion Housing: Overview



- 125,000 homes across more than 170 local authorities.
- 360,000 people call a Clarion Housing property their home.

- Commitment to excellent customer service
- Commitment to maintaining our homes to a good standard
- £2m spent each week to improve our homes
- 25 people solely employed on fire safety

- Developing & managing a variety of rented homes; affordable, market & private rent
- Developing low cost home ownership

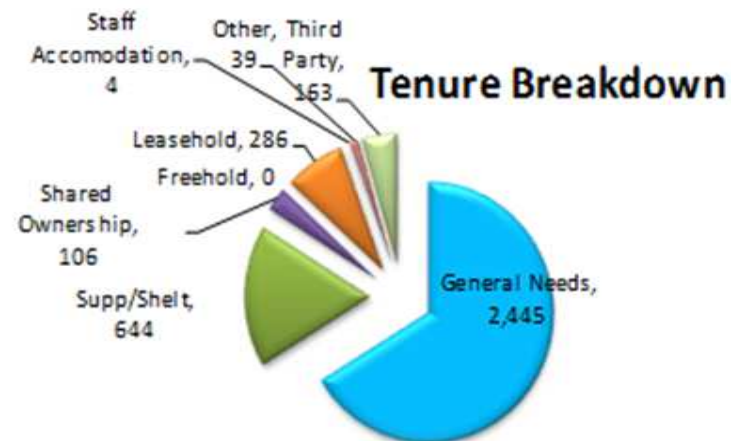
- Charitable foundations include, Clarion futures, a property development company and an in-house maintenance contractor.

Islington : property portfolio



- 3,687 homes in Islington
- A dense population of properties located in Archway, Holloway & Tufnell Park
- A full range of tenure types:

- *General needs 2,445*
- *Supported and Sheltered 644*
- *Shared Ownership 106*
- *Leasehold 286*
- *Staff Accommodation 4*
- *Other 39*
- *Third party 163*
- ***Total 3687***



Clarion Satisfaction levels



- **Satisfaction** - 80% of residents across Clarion are satisfied with our service
- Annual survey of residents focusses on demographics and wellbeing
- An increase of 3% in North London (NL) residents who find it is easy to access services

- **Stage 1 Complaints** – 71
- **Stage 2 Complaints** – 1
- **Member Enquiries** - 1

- **Repairs** - Complete 1,000 repairs a day
- Between April and September 2018 NL satisfaction has range from 82.7% to 87.4%.
- 82.6% of repairs fixed first time this year



Islington : Key Performance Statistics



Islington Performance (April – September 2018)



Rent Collection (GN & Supp)	104%
Sector Median	99.7%



Total No of voids (Sep)	74
Turnaround Days GN	53.7
Turnaround Days Supp	78.6



Gas Servicing :	99.8%
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New cases reported	67
Open cases	35



Routine Repairs	82.7%
Emergency Repairs	98.4%

In-house repair service from November 2018

Clarion Response:



Our vision is to create a nationally renowned repairs business that will strive to 'get it right first time'

Current Contractor Satisfaction (NL): 82.7%
Clarion response satisfaction : 90.3%

- **Process:**
 - 'Go Live' 7 November
 - Full staff Induction into Clarion
 - Stabilisation period required
 - Expect a dip in service
 - Business as usual
- **Changes:**
 - Dynamic scheduling/zoned operatives
 - New vans/uniforms
 - Shared purpose
 - Multi skilled operatives
 - Happy Customers
- **Key Property issues:**
 - Damp and condensation
 - Over crowding
 - Sound proofing
 - Design and alterations
 - Structural issues
 - Windows and roofs
 - Accelerated planned programme



Rents and Tenancy Sustainment



Rents and Tenancies : We are committed to providing affordable homes for those excluded by the housing market

- Partnership with LA to deliver Affordable Homes
- Development programme to deliver 50K homes in 5 years
- No longer converting existing homes to Affordable Rent. (Any changes to rent policy will be based on evidence, fairness and sustainability)
- Five year fixed term tenancies

Tenancy Sustainment: We know that changes to the welfare benefits system heightens the risk of a failed tenancy

- A well-established internal tenancy sustainment team
- 25 experienced welfare benefits advisers
- Pilot approaches to raise awareness and support about Universal Credit
- Mobility/Transfer options across Clarion stock

Impact of national housing policy changes



Delivering safe and decent homes
Improved resolution of complaints
Empowering residents through RI structures
Expanding supply and supporting home ownership

We welcome the paper and are calling for meaningful reforms to improve quality and service for all residents.

We have worked closely with our involved residents to incorporate their views into this response.

Future plans for investment in the borough



Development:

Land value and availability are a challenge: No current development sites.

Keen to explore how we can work with the borough to support the delivery of new homes

Stock condition:

High level of converted street property requiring investment

Planned maintenance programme increased: £3,124,603.

Community:

Employment and Training offer

Community Grants

Focus on improving young lives

Residents involved in shaping local offers

**THANK
YOU**

Clarion Housing

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