

*“Together, we are building a better future for our
Phoenix Community”*

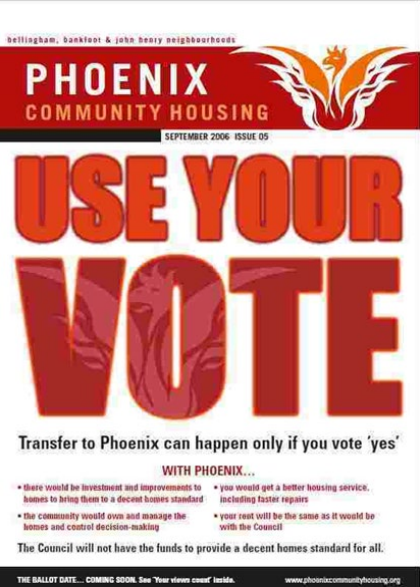


Repairs update

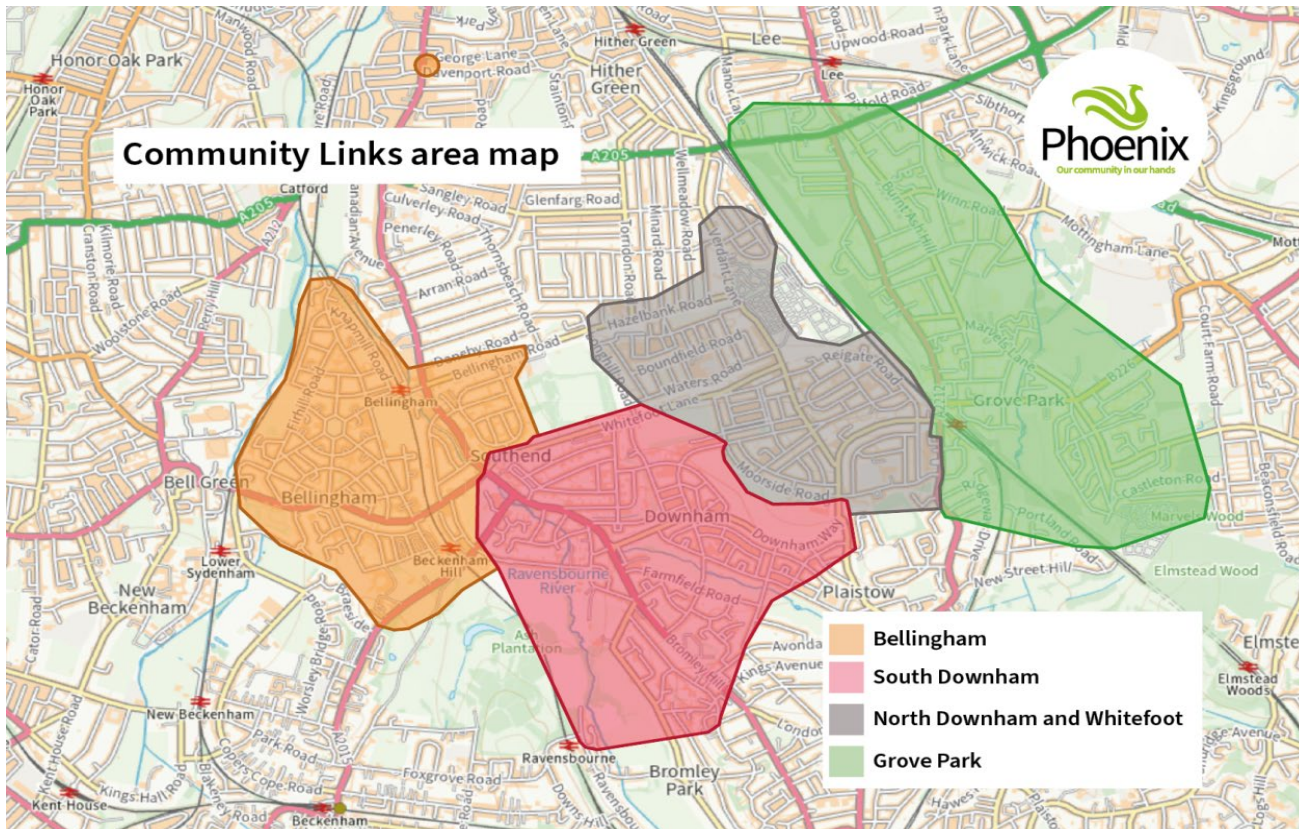


22 October 2024

Resident-led: Then and now



A community housing association



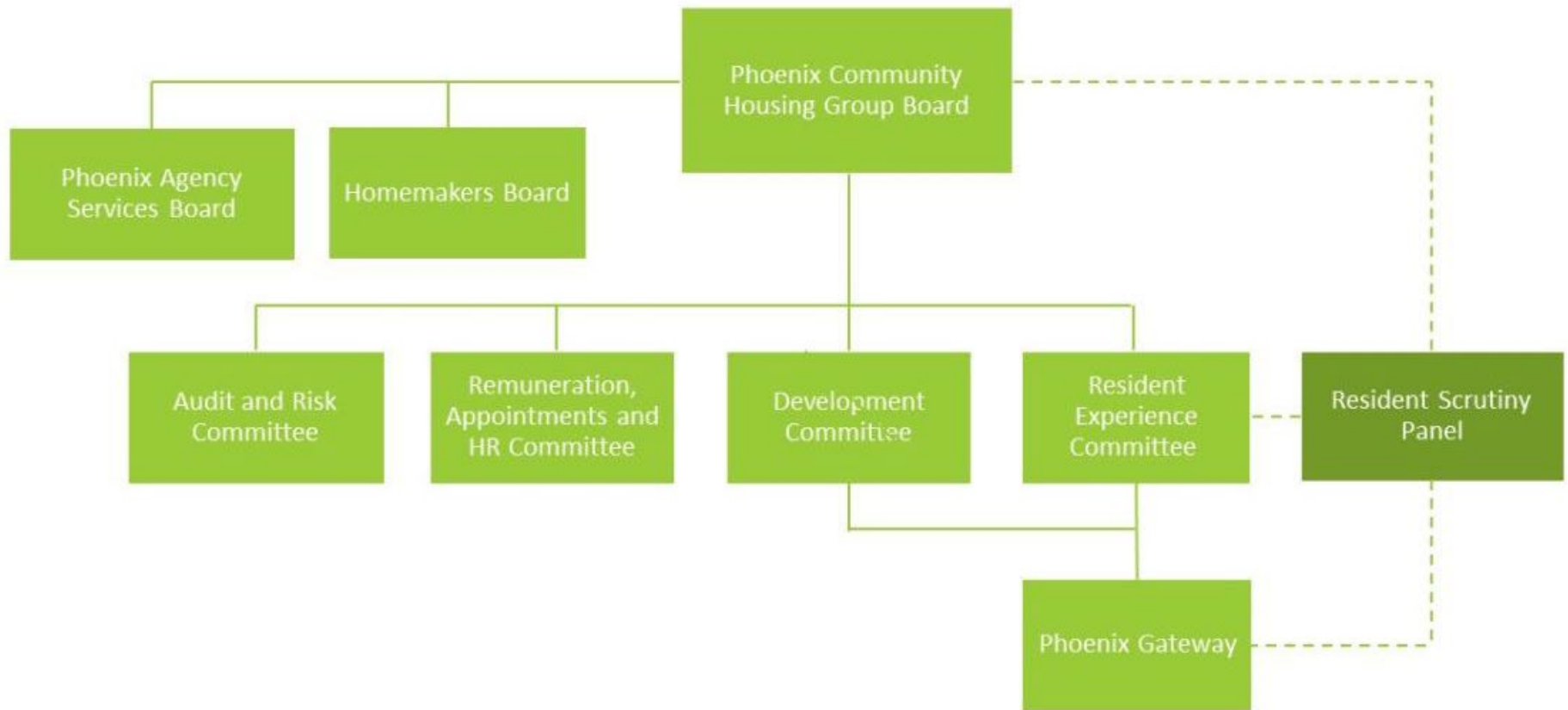
Own and manage
around 7,800 homes

General Needs = 6447
Leasehold = 1188
Shared Owners = 31

Homes for Heroes and
1960s estates, mostly
low-rise stock. Only 5
blocks over 18m.

Head office &
community hub in
heart of the area –
The Green Man.

Our Governance structure



Our current Board



6 x Phoenix residents (5 tenants, 1 leaseholder)



3 x independent Board Members (1 vacancy)



2 x Lewisham councillors



Chat and Chips



Diversity events

Some of our involvement opportunities at Phoenix



#BeIn group



Customer journey mapping

Repairs service - overview



Separate subsidiary

- Commercial focus
- Lack of visibility
- Conflicting drivers
- 'Them + us' culture



In-house team

- Resident focus
- Clear reporting/costs
- Direct line of sight
- 'One Phoenix' culture

Current performance – Q2 2024



	Q2	Target	Benchmark (Top 25%)
Overall satisfaction with Phoenix	74%	73%	66%

	Q2	Target	Benchmark (Top 25%)
Phoenix makes a positive contribution to the neighborhood	78%	78%	67%

	Q2	Target	Benchmark (Top 25%)
Phoenix listen and act upon views	66%	66%	60%

	Q2	Target	Benchmark (Top 25%)
Being treated fairly & with respect	82%	82%	75%

	Q2	Target	Benchmark (Top 25%)
Keeping the resident informed	82%	83%	72%

	Q2	Target	Benchmark (Top 25%)
My home is safe	79%	77%	74%

	Q2	Target	Benchmark (Top 25%)
Satisfaction with repairs service	73%	73%	68%

	Q2	Target	Benchmark (Top 25%)
My home is well maintained	75%	72%	68%

	Q2	Target	Benchmark (Top 25%)
Time taken to complete most recent repair	69%	71%	67%

	Q2	Target	Benchmark (Top 25%)
Phoenix approach to handling ASB	64%	67%	61%

	Q2	Target	Benchmark (Top 25%)
Communal areas are clean and well maintained	68%	74%	72%

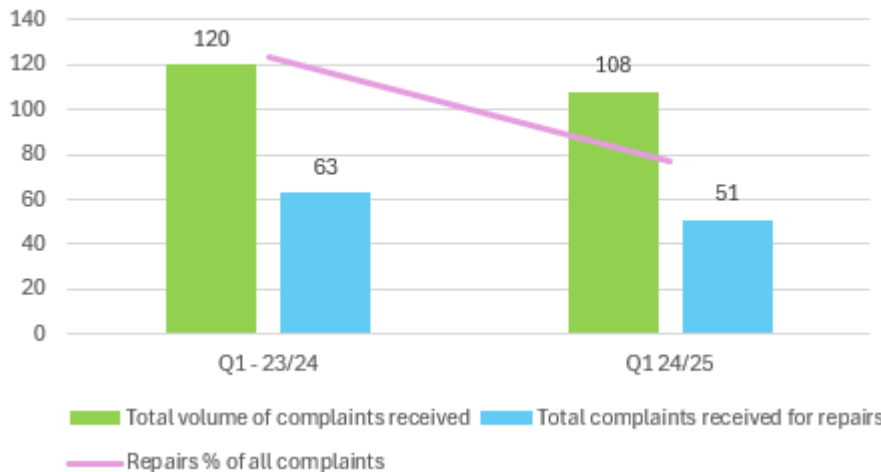
	Q2	Target	Benchmark (Top 25%)
Phoenix approach to complaint handling	31%	36%	36%

12-month progress and successes

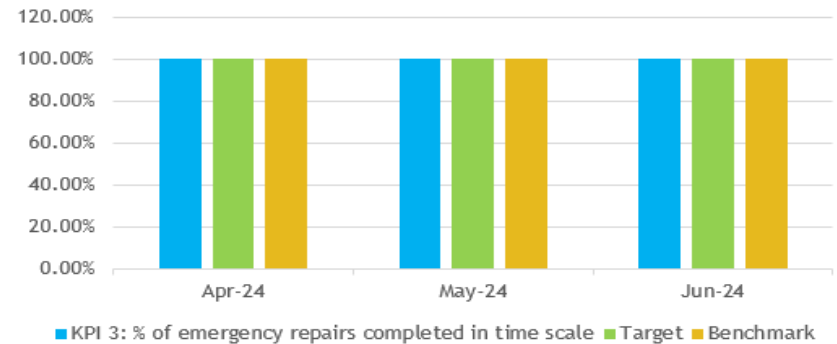


Back log of around 800 repairs have now been completed.

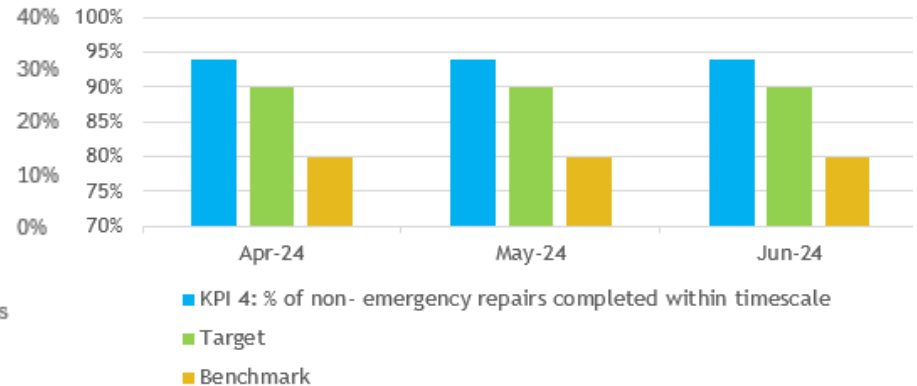
Complaints received in Q1 23-24 Vs Q1 24-25



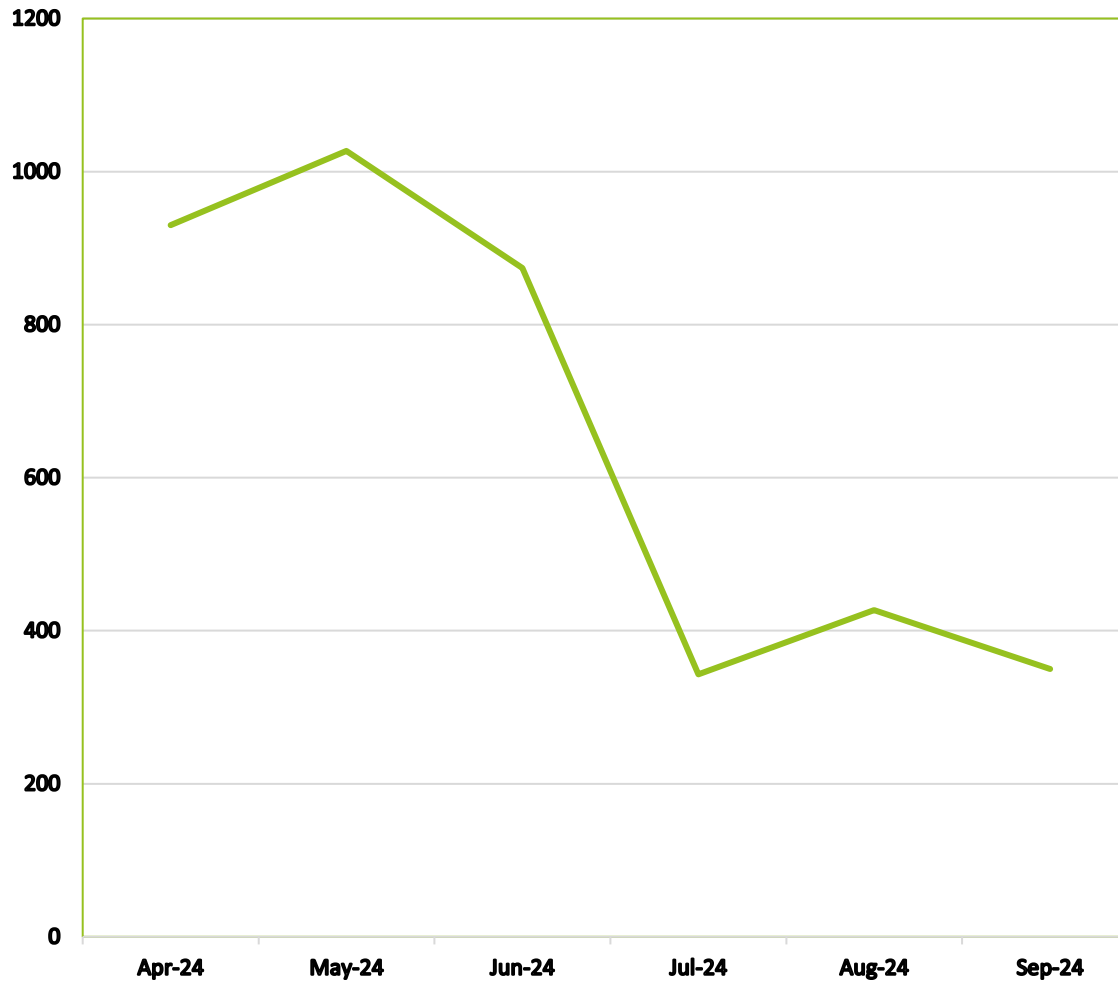
KPI 3: % of emergency repairs completed in time scale



KPI 4: % of non-emergency repairs completed within timescale



Repairs overdue



Repairs performance dashboard



Next period

Business collaboration with the planning team with focus on time taken to complete repairs and efficiency through robust planning

K.P.I Measures	In Period	YTD	Target	Benchmark
Quarterly TSM				
KPI 1: Satisfaction with overall repairs service in the last 12 months (TP02)	73%	73%	78%	64%
KPI 2: Resident satisfied with the time taken to complete their most recent repair (TP03)	69%	70%	75%	63%
Transactional				
KPI 3: % of emergency repairs completed in time scale	100%	100%	100%	100%
KPI 4: % of non-emergency repairs completed within timescale	95%	96%	90%	80%
P.I Measures				
Satisfaction				
% Overall satisfaction with last responsive repair (day to day, urgent and emergency)	75%	85%	83%	
% Satisfaction of contracted work (Currently not recorded, data to be available in May)	X	X	X	
Performance				
% of all repairs completed within priority	96%	95%	96%	
Emergency repair completed within priority (Responsive only)	100%	100%	100%	
Urgent repair completed within priority (Gas)	100%	100%	99%	
Complex Repair completed within				

Quarterly Satisfaction data (TSM)

% emergency and non emergency repairs completed on time

% Overall satisfaction with last responsive repair (day to day, urgent and emergency) Transactional

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Performance - Completed on time

Work in progress repairs overdue at end of period

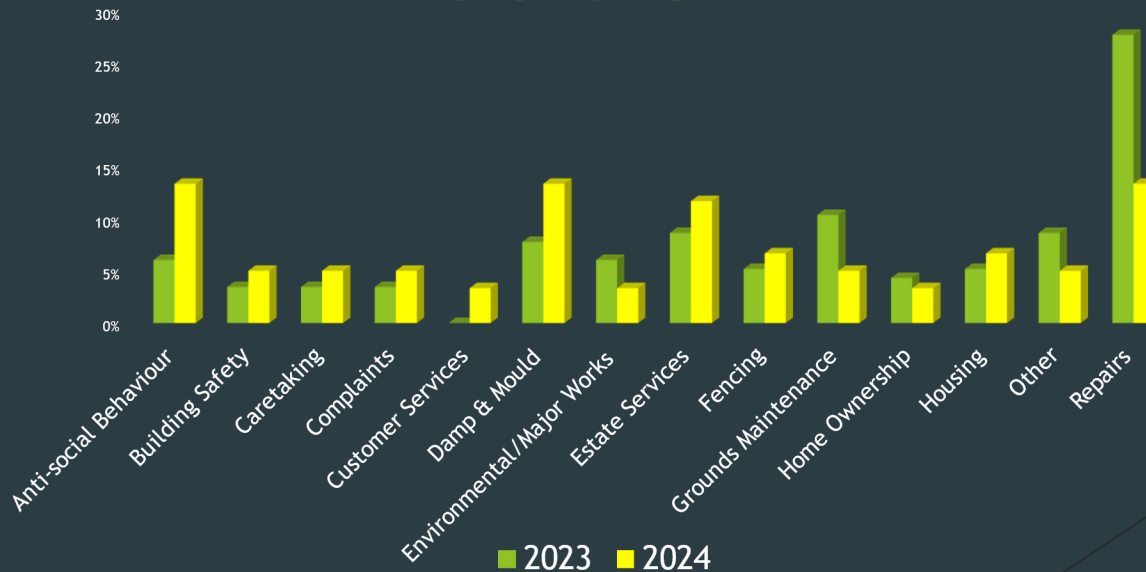
What changes have we made?



- Brought service in-house – key change
- Prioritised clearing backlogs (repairs out of timescale)
- More comprehensive reporting
- Used resident feedback to improve communications
 - Complaints, meetings, closing the loop
- Supply chain changes
- Minimised % works contracted out

Resident events - issues report

Issues Reported 2023 vs 2024



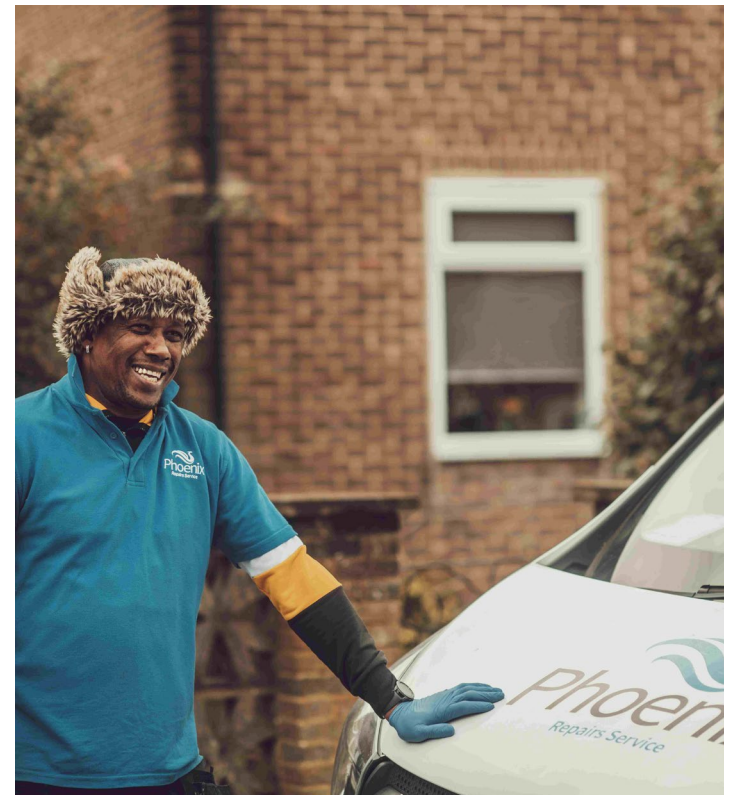
Key areas of focus

- Disrepair/damp & mould
- Follow-on works
- Upskilling teams: management & trades
- Improved communications – closing the loop
- Recruit & retain good colleagues



Key activities cont.

- New scheduling software
- Customer Journey Mapping and review
Repairs Policy 2024
- Materials contractor re-procurement
- VfM/efficiency focus (capacity to do more)
- Resident champions: peer to peer influence



'Together, we are building a better future for our Phoenix community.'

Any questions?



Phoenix

Our community in our hands