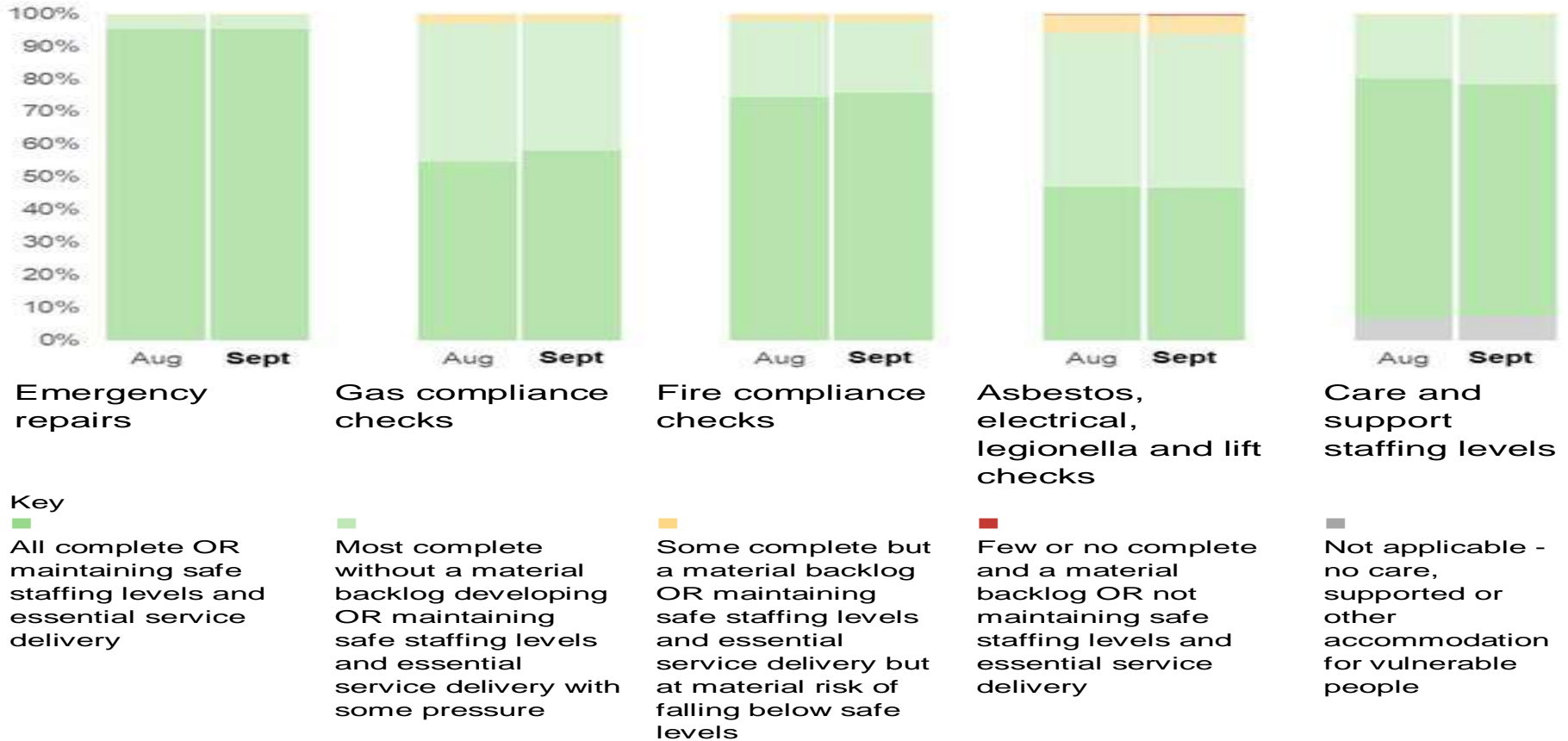


# Managing tenant demand

## RSH - COR Response survey results

Survey responses for August and September (as a % of total submissions)



# How is your business continuity plan faring under Covid-19?



# Assessing demand

Number of weekly repairs jobs x  
number of weeks + cancelled  
appointments = approximate level of  
backlog

# Planning to clear the backlog

- Availability
- Productivity
- Proactive approach
- Impact on contact centres
- Productivity
- Backlog
- Planned works
- Phased opening

# Dependencies

- PPE
- Resources
- Suppliers
- Customers
- Shifting sands



# Options appraisal

Three themes for investigation:-

- **desirability** - the degree to which each option meets the strategic objectives and priorities
- **viability** - the degree to which each option is financially viable and sustainable
- **feasibility** - the degree to which each option can be implemented

# Case study example

## Tackling the backlog of non-urgent repairs

- Maintaining one repairs team who are solely focused on the emergency and urgent repairs.
- Recommencing work on external works [such as fencing], guttering works will re-commence from 1st June 2020.
- Establishing a repairs recovery team to commence in June, to focus on the backlog of all other non-urgent repairs in people's homes, operating on a geographical basis, planning operatives' schedules to deliver all works that can be accessed in the vicinity, ensuring maximum efficiency of deployment. With the aim of tackling the backlog by September.
- Re-establish programme of damp and mould remedial activity subject to tenants allowing access.
- Publish a temporary suite of repairs service standards reflecting the above.



# Capital Programme

- Ensure safe working practices in our homes and estates. Working with contractor partners to prepare the required Risk assessments, method statement and communication plans to enable work to start.
- Aim to recommence sprinkler installations and the doors and window programme in June
- advise tenants expecting home improvements or revised timescales for the work to be undertaken
- Reforecast the HRA capital programme taking account of the hiatus in Quarter One

# Voids and lettings

The priorities are

- To continue works on voids to be made available for homeless families and other priority moves
- Recommence works to other void properties to bring them up to a lettable standard where this can be done safely during June
- review the lettings process to minimise personal contact
- Progress re-letting of void properties as quickly as possible to provide homes for people that need them and secure a rental stream

# Other examples of managing tenant demand

- Augmented reality
- Video calling
- You tube videos



# **NEW MUNICIPALISM**

Delivering for local people and local economies

# Contact details

**Vickie Hacking, Principal Advisor, APSE**

**Email: [vhacking@apse.org.uk](mailto:vhacking@apse.org.uk)**

**Association for Public Service Excellence**

3rd floor, Trafford House, Chester Road,  
Old Trafford, Manchester M32 0RS.

**telephone:** 0161 772 1810

**web:** [www.apse.org.uk](http://www.apse.org.uk)

