



Hyde

Hyde repairs service
Lewisham Council

Resident Information

Tenant report for LBC Lewisham Report run date 23/02/2023
Residential & Occupied Properties only

All Hyde Properties	Count Main Tenants	Count Joint Tenants	Total Number of Tenants
Occupied	41374	9336	50710
Local Authority	Count Main Tenants	Count Joint Tenants	Total Number of Tenants
Lbc Lewisham	3348	509	3857

Lewisham Council – 2022/2023 – Repair KPIs

1004

emergency repairs

and

5853

routine repairs

have been completed



98%

of emergency repairs completed in target



76%

routine works orders completed in target



18

days – average completion time for routine work orders



99.2%

of appointments were attended on time



953

jobs are work in progress

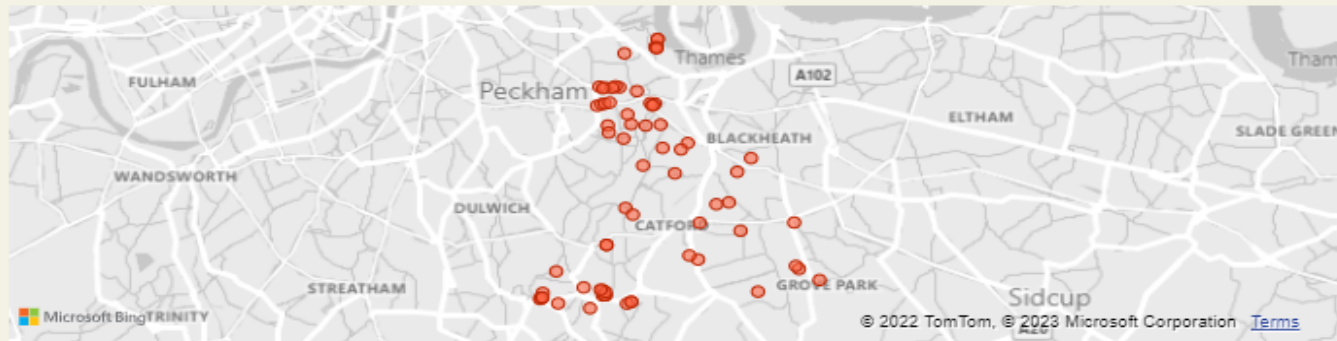


Disrepair - Tracker

71
Open Cases

181
Closed Claims

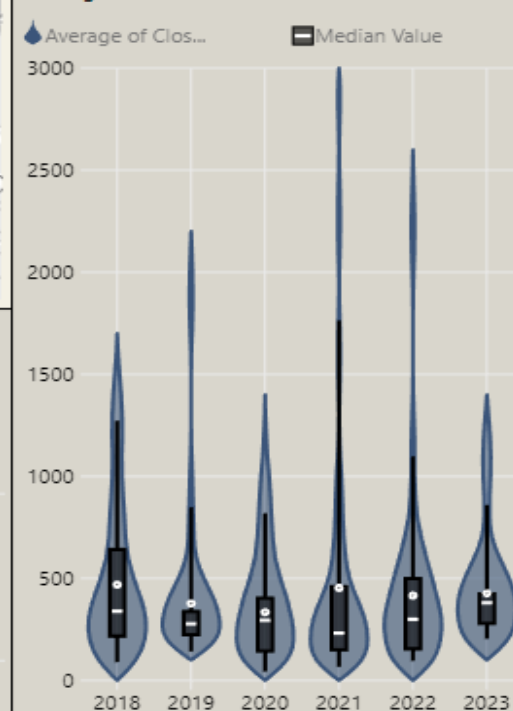
Disrepair Open Cases



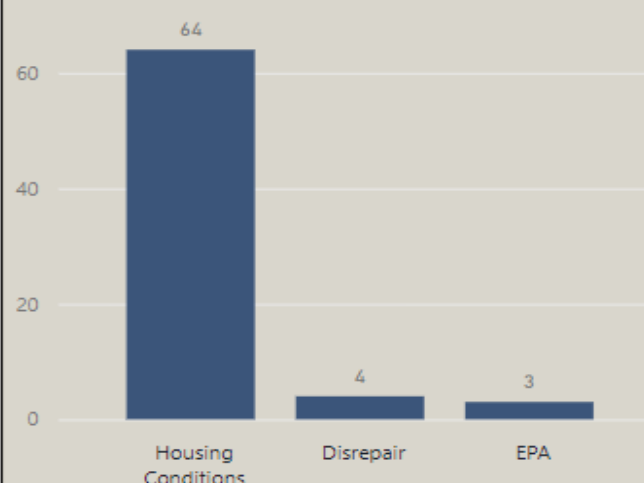
296
Ave Duration Open

397
Ave Closed Duration

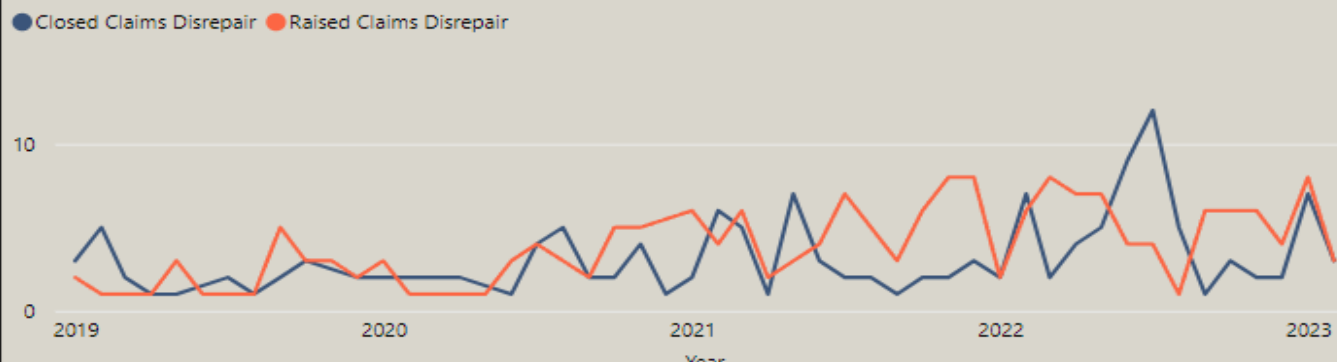
Average Closed Duration



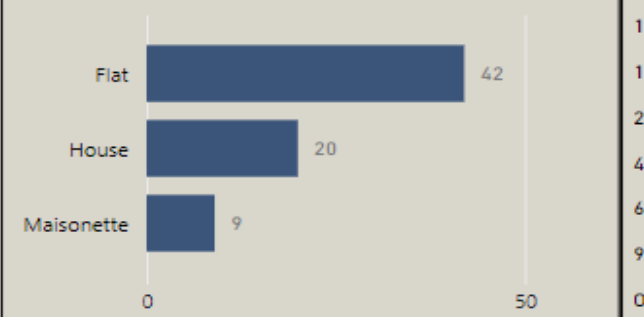
Status by Claim Type



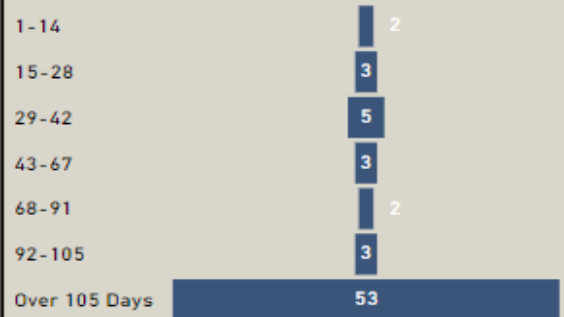
Open/Closed Claims by Year/Qtr/Month



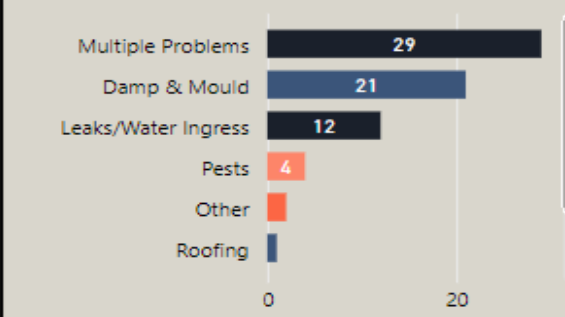
Property Type



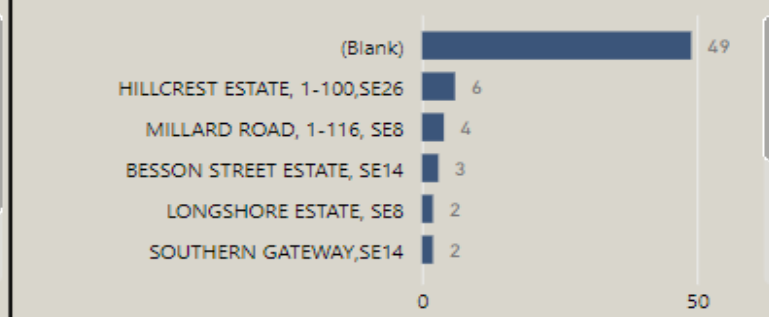
Age Grouping Open Claims



Repair Type (groups)

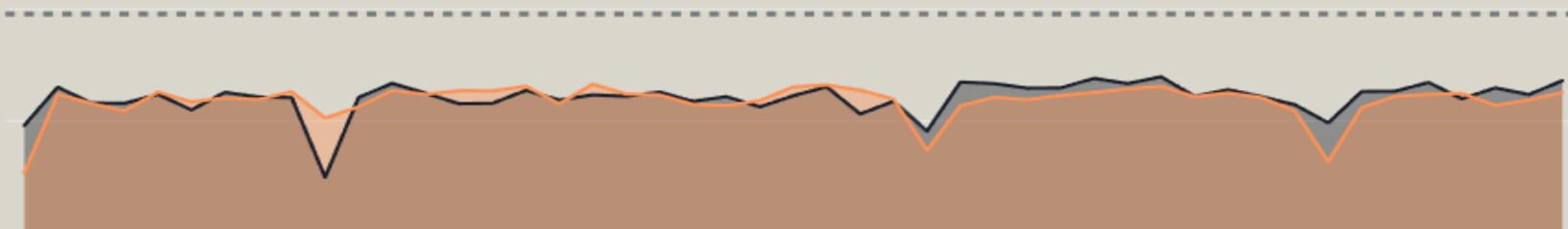


Estate



Raised WOs & Manual Completed by WOs by Week

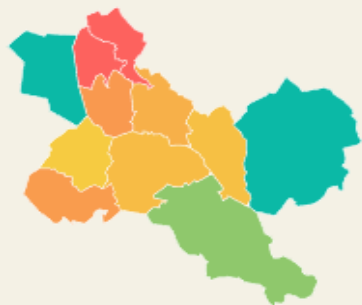
● Raised WOs ● Closed WOs



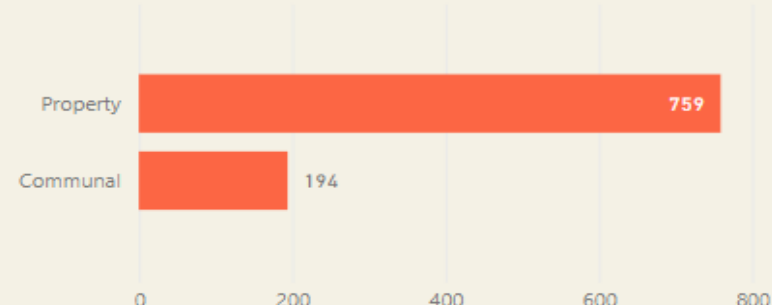
May 2022 Jul 2022 Sep 2022 Nov 2022 Jan 2023

Grouping Age Days	In Date WIP	Overdue WIP	Total
1-7	39	1	40
8-14	136	2	138
15-21	68		88
22-42	174	78	252
43-67		138	138
68-91		113	113
92-105		47	47
Over 105 Days		137	137
Total	437	516	953

WO Number by Postcode District - Heat Map

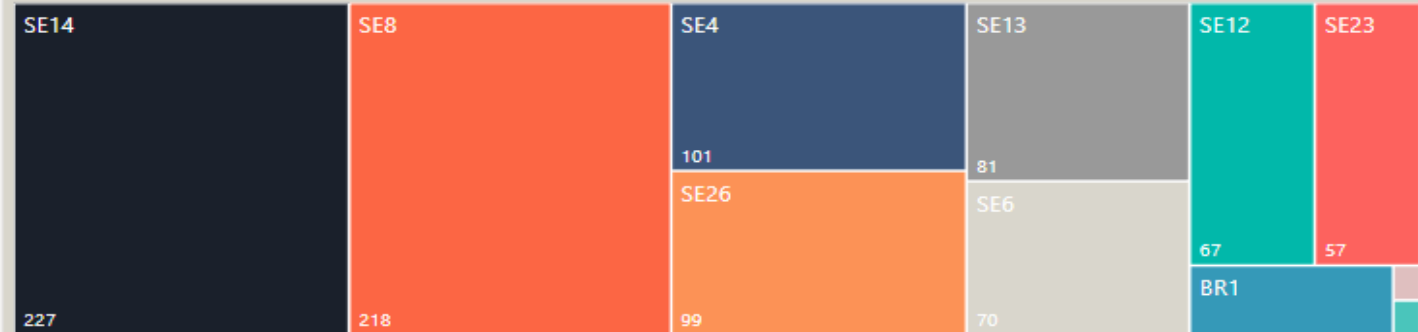


WO by Property & Communal

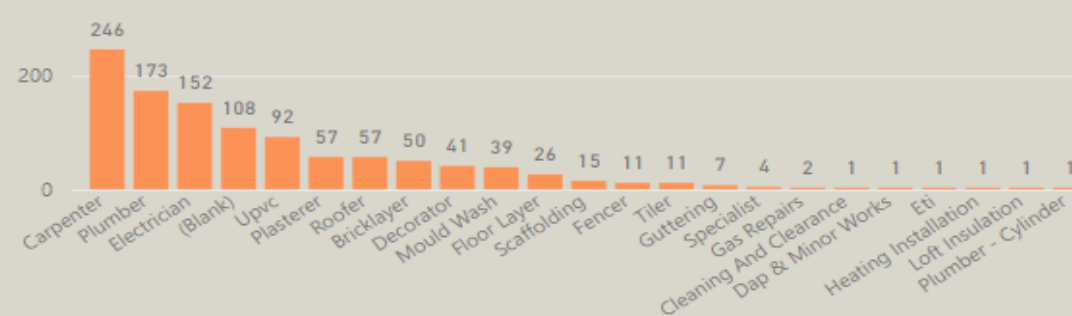


Trade	In Date WIP	Overdue WIP	Total
Carpenter	138	173	311
Plumber	117	118	235
Electrician	77	73	150
	35	66	101
Painter and Decorator	38	42	80
Roofer	12	49	61
Bricklayer	23	25	48
Floorlayer	8	17	25
Glazier	6	18	24
Iti skilled operative		12	12
Total	437	516	953

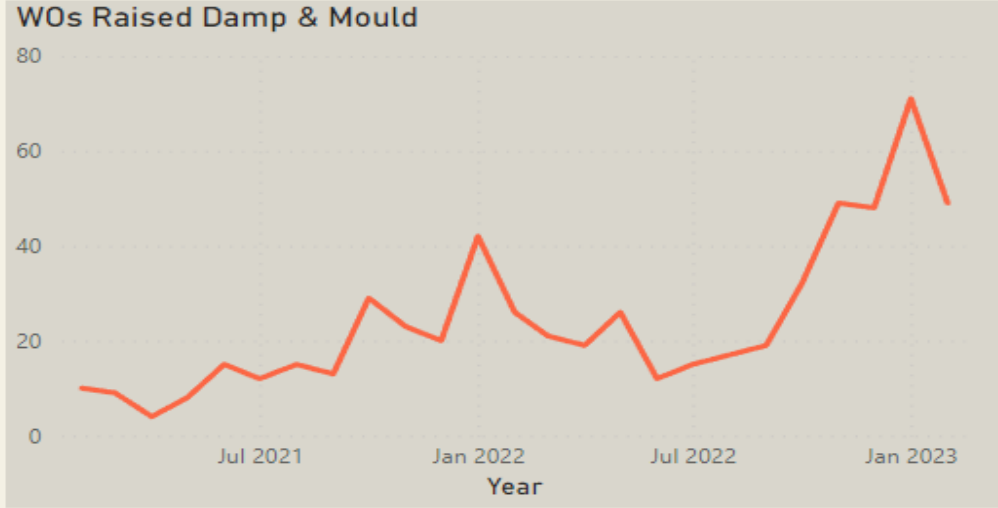
WOs Count by Zones



Trades per WO



DAMP & MOULD



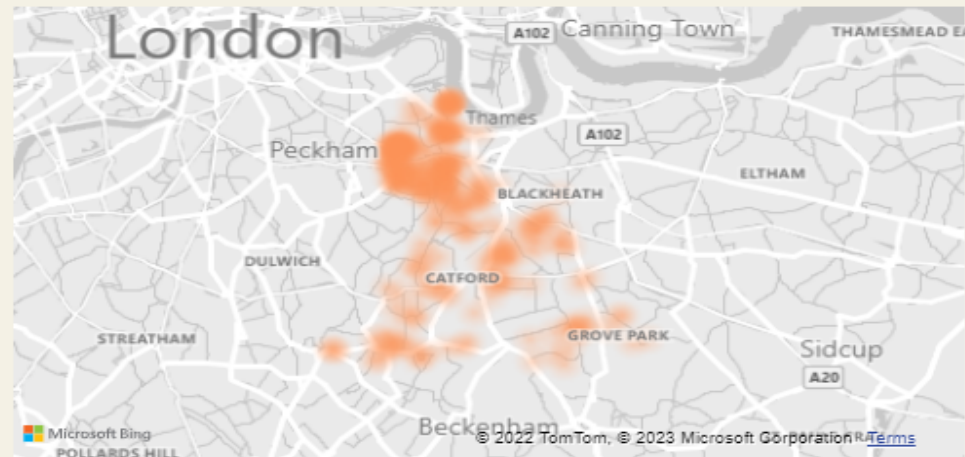
101
Open Work Orders

503
Closed Work Orders

Estate	Total
LONGSHORE ESTATE, SE8	5
BESSON STREET ESTATE, SE14	3
HILLCREST ESTATE, 1-100,SE26	3
MILLARD ROAD, 1-116, SE8	3
PLASSY ROAD SE6	3
FORESHORE AND ALBERMALE HOUSE, SE8	2
NEW DEPTFORD GREEN, SE14	2
NIGHTINGALE GR 78-82 SE13	2
BARFLEUR LANE, 1-67, SE8	1
CORBETT COURT,SE26	1
DUNN COURT, 1-27, BR1	1
GROVE PARK ESTATE,SE12	1
GUNNELL CLOSE, HILLCREST,SE26	1
MERETON MANSIONS AND VANGUARD ROAD, SE8	1
ROWAN COURT, 1-19, SE26	1
SOUTHERN GATEWAY,SE14	1
Total	101

Year	Total
2021	158
2022	326
2023	120
January	71
February	49
Total	604

Damp & Mould Heatmap



January 2023 is the highest number of WOs raised for Damp & Mould since February 2021. This year we are seeing 2.4 WOs raised each day compared to 0.9 WOs in 2022. This equates to a 213% increase in damp & mould WOs being raised.

Housing Ombudsman Contact

First Contact

(this is where they request that we raise a complaint or respond to a customer complaint at either stage)

Total = 136

Request for Evidence

(this is where the customer is unhappy with our response and wants HOS to investigate)

Total = 5

Awaiting Determination

Total = 11 (Repair)

Determinations

Total received = 30 (April 2022 to March 2023) for repairs