

Peabody Update

Lewisham Housing Select Committee

Date: 09th February 2023
Presented by: Shane Sorour (Director of Repairs)
Wells Chomutare (Managing Director - South London)

0. Discussion Areas

1. Lewisham Overview
2. Customer Operations Overview
3. Property Services Overview
4. Repairs Performance
5. Questions

1. Peabody Overview

220,000 total Peabody customers
5,648 customers within Lewisham

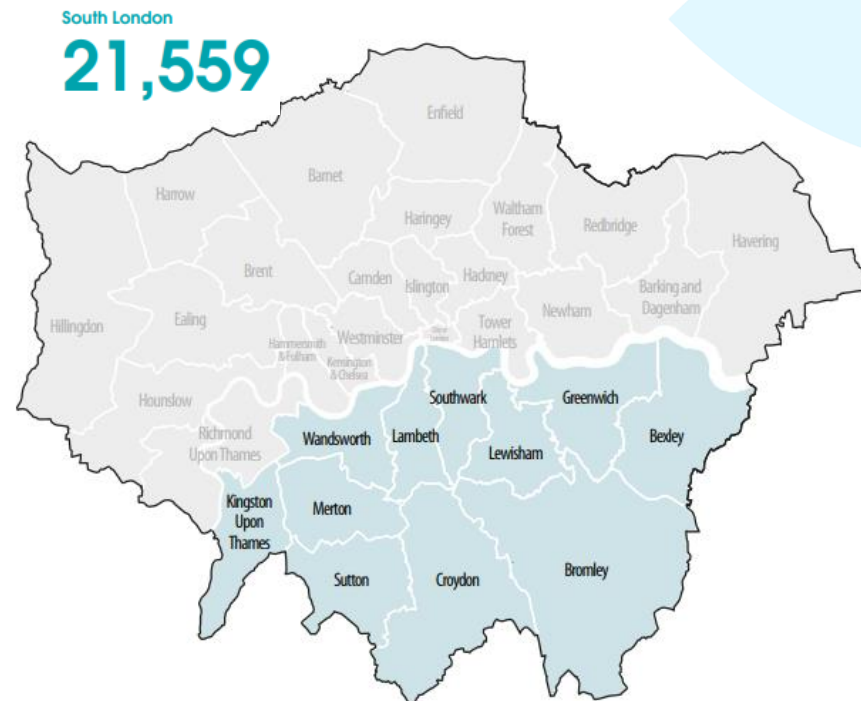
- 59% General Needs
- 4% Market Rent
- 3% Care & Supported Housing
- 31% Leaseholder / Freeholder / SO
- 3% Other

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5,648 customers within Lewisham

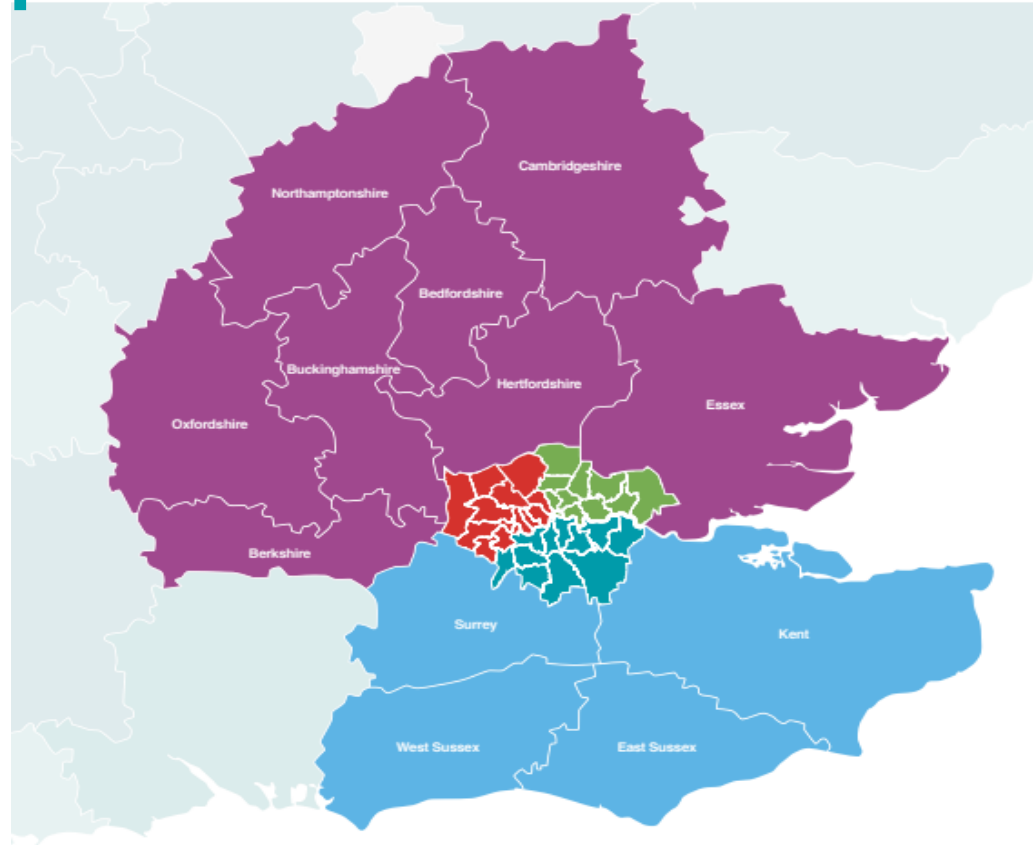
- 59% General Needs
- 4% Market Rent
- 3% Care & Supported Housing
- 31% Leaseholder / Freeholder / SO
- 3% Other

104,358 total Peabody homes
2,670 homes within Lewisham, across **406** blocks

- 82% flats
- 18% houses



2. Customer Operations Overview



North Counties

20,321

NE London

22,996

Total

104,358*

South Counties

12,871

NW London

26,571

South London

21,559

*Includes 40 properties that do not fit within operating region. Excludes Care and Support properties.

This version: 17 November 2022/Communications Team

3. Property Services Overview

- Delivery Model:
 - Regional Contractor - MPT for Lewisham
 - Dedicated Teams - Repairs, Surveying, M&E and Investment
- Challenges:
 - Demand - Unprecedented increase in demand
 - Complexity - Increase case complexity
 - Supply Chain Capacity - Operative and supply chain availability
 - Commercial Challenges - Inflation and increase market rates
 - Sector Scrutiny - Impact on resources managing queries and escalations
 - Recruitment & Retention - Challenges with both
- Repair Strategy & Integration:
 - Merger & Integration - Restructure underway to support regional model
 - New Repair Strategy - New repair strategy being implemented. Mixed economy model, increased investment and move to more proactive property management.

4. Repairs Performance (last 12 months)



4316
Repairs
(Total 12m)

278
Repairs
(Open)

13
Delivery Time
(Days)

Highest Trade
Plumbing (1415)
Carpentry (902)
Electrical (850)



441
DM&C
(Total 12m)

22
DM&C
(Open)

25
Delivery Time
(Days)



63
Voids
(Total 12m)

9
Voids
(Open)

75
Key-to-Key
(Days)

4. Repairs Performance (last 12 months)



137

Complaints
(Total 12m)

20

Stage 1
(Open)

1

Stage 2
(Open)

18

Ombudsman
(Total – South)



17

Disrepair
(Total 12m)

15

Disrepair
(Open)

235

Delivery Time
(Days)



80%

Satisfaction
(Overall)

85%

Satisfaction
(MPT)

5. Questions

Thank-You
Questions?