

thirteen

Managing and building homes

Ward Councillor Update

4 October 2017

thirteen
Managing and building homes



Agenda



Group Consolidation and Reshape



Investment Plan



Development Update



Fire Safety



New Repairs System

thirteen

Managing and building homes

Group Consolidation and Reshape

- Consolidated all landlords into Thirteen on 1 July
- Removed duplication and released additional capacity
- Reshape of Executive Team and Service Directors
- Neighbourhoods at the heart of the business

thirteen

Managing and building homes

Development, Support Services



Repairs

Neighbourhoods

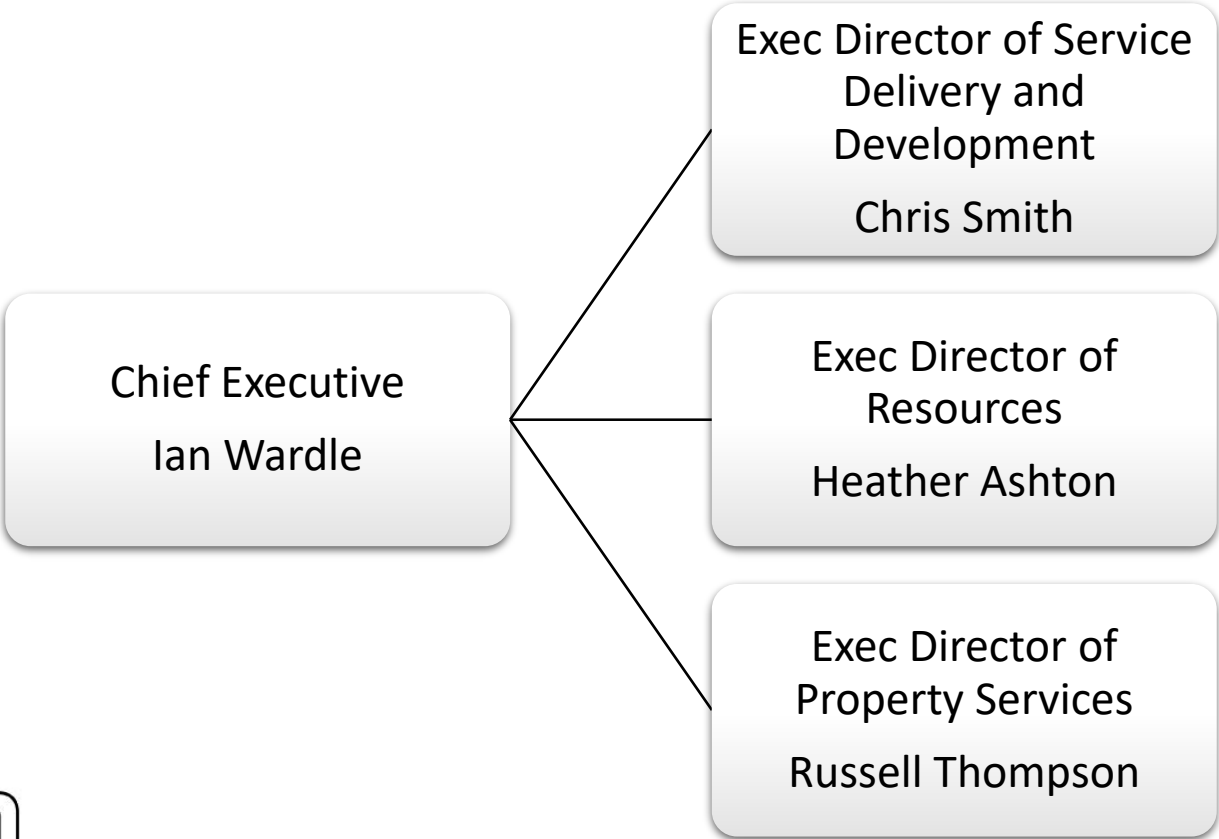


**Investment,
Facilities Management**

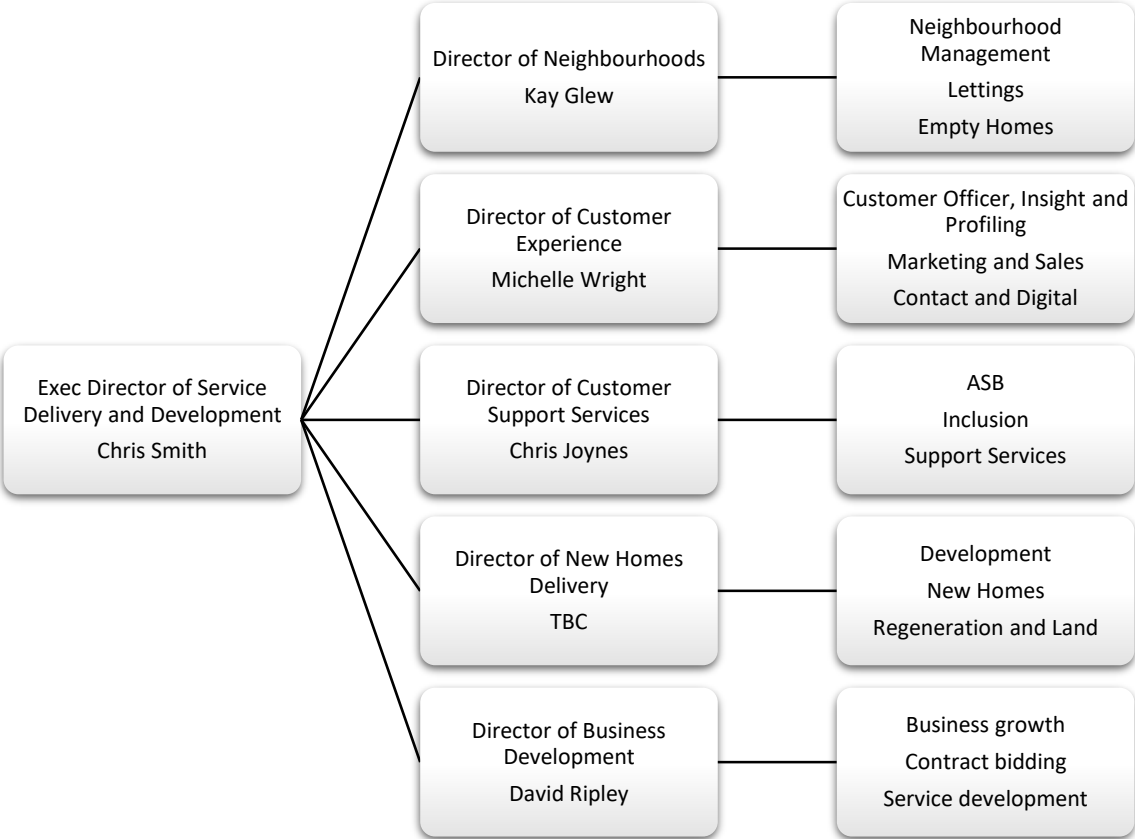
Resources

New Business Development

Group Consolidation and Reshape



Group Consolidation and Reshape



Investment Plan

- Investment Plan for 2017/18 totalling £9,500,000
 - 212 kitchens
 - 41 bathrooms
 - 342 boiler replacements
 - 276 window replacements
 - 79 external doors
 - 196 canopies
 - £5.5m high rise upgrades

Development Update

- Vivo, Northshore
 - Development of 20 new build homes
 - Part of the £300m Northshore Regeneration
 - Shared Ownership
 - A mix of two and three bedroom homes
 - Handovers between February 2018 and December 2019

Development Update

- Vivo, Northshore



Development Update

- Queensgate, Yarm Road
 - Development of 21 new build homes in partnership with Bellway Homes
 - A mix of Affordable Rent and Shared Ownership homes
 - A mix of two and three bedroom homes
 - Handovers between September 2017 and July 2018

Development Update

- Queensgate, Yarm Road



Development Update

- Norton Park, Swainby Road
 - Development of 30 new build homes in partnership with Keepmoat Homes
 - All homes are for Affordable Rent
 - A mix of two and two bedroom apartments, two bedroom bungalows and two and three bedroom houses
 - Handovers between December 2015 and January 2019
 - 24 properties occupied and 6 still to be handed over

Development Update

- Norton Park, Swainby Road



Development Update

- Sadlers View, Urlay Nook
 - Development of 29 new build homes in partnership with Taylor Wimpey
 - A mix of Affordable Rent and Shared Ownership homes
 - A mix of two and three bedroom houses
 - Handovers between November 2016 and October 2018
 - 21 properties occupied and 8 still to be handed over

Development Update

- Sadlers View, Urlay Nook



Development Update

- Morley Carr Farm, Yarm
 - Development of 70 new build homes in partnership with Taylor Wimpey
 - A mix of Affordable Rent and Shared Ownership homes
 - A mix of one, two and three bedroom houses
 - Handovers between August 2016 and December 2021
 - 17 properties occupied and 53 still to be handed over

Development Update

- Morley Carr Farm, Yarm



Development Update

- Green Lane, Yarm
 - Development of 41 new build homes in partnership with Partner Construction
 - A mix of Affordable Rent and Shared Ownership homes
 - A mix of two and three bedroom houses
 - Handovers between August 2017 and October 2017
 - 20 properties occupied and 21 still to be handed over

Development Update

- Green Lane, Yarm



Development Update

- Future Schemes
 - Alma Street – 34 new apartments, bungalows and houses – start on site early 2018
 - Victoria – initial development of 90 new homes – start on site TBC
 - Mount Leven, Yarm – 66 new homes from 2018 onwards
 - Stockton Infill sites

Development Update

- [Alma Street](#)



Fire Safety

- Anson House
 - Fire in top floor apartment in April 2017
 - 1 fatality
 - Fire compartmentation held, however, significant water damage
 - 17 properties uninhabitable on day 1
 - 2 properties still being repaired
 - Intumescent paint

Fire Safety

- Post-Grenfell Tower
 - 896 high rise properties visited by staff in the days following Grenfell Tower fire to reiterate emergency procedures
 - Follow up visits to all properties one week later to discuss details of external finish and to reiterate procedures
 - Customers were generally reassured and no terminations as a direct result of the fire

Fire Safety

- Robust measures already in place
 - 3 floor walks, including 1 full safety check, per day
 - Personal Emergency Evacuation Plans
 - Monitored fire alarms in every block and flat
 - ‘Passive’ Fire Safety measures in place
 - Already considering misting systems

Fire Safety

- Kennedy Gardens - <https://youtu.be/-Nj82Hp2DEg>
 - Aluminium composite cladding
 - Notified by DCLG at 6pm Friday 23 June that cladding was Grade 3 'combustible'
 - Significant mobilisation of resources
 - Began to remove cladding on Monday 26 June and fully removed by 19 September
 - Customer engagement
 - Replacement material



New Repairs System

- New system implemented 25 September
- New repair definitions
 - Emergency – 24 working hours
 - Appointments – 28 calendar days
 - Planned – 60 calendar days
- Text Messaging
 - Confirmation when appointment booked
 - The day before the appointment
 - Operative when en route

New Repairs System

- New appointment options
 - All day – between 8:30am – 4:30pm
 - Morning – between 8:30am – 12:30pm
 - Afternoon – between 1:00pm – 4:30pm
 - School Run – between 10:00am – 2:00pm
- Dynamic scheduling and routing
- Increased productivity



Questions

