

Workshop 1d

Improving decisions on stock using new technology and data

Speakers: Russell Thompson, Paul Jenkins, Mark Arnold, Thirteen

Chaired by: David Jervis, Suffolk Housing

Room: Norfolk room



National Housing
Maintenance Forum

NHMF
Maintenance
Conference
2019



Thirteen at a Glance

Thirteen at a Glance

Just under



Turnover

£160m



We reach out to more than

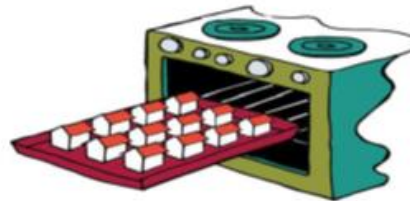
70,000

people

Over **£350m** to be
invested in our homes



Creating **5,200** new homes



1,500 colleagues



On course to deliver **151,000**
repairs this year



£6.5m in efficiency
savings last year



Asset base of **£1bn**



Thirteen at a Glance

365 vehicles



£57m into the Tees Valley economy last year through spending on staff and suppliers



£5.6m gained for customers by our money advice services



£150,000 of support for projects run by community groups



Additional services help more than 6,500 people



Found jobs, employment or training for young people



Care and support services help almost 1,500 people, giving 29,000 hours



We complete more than 2,500 major and minor adaptations a year



Our Operating Area

Our Operating Area

- 1 Gateshead
- 2 Newcastle upon Tyne
- 3 North Tyneside
- 4 South Tyneside
- 5 Sunderland
- 6 Hartlepool
- 7 Stockton-On-Tees
- 8 Middlesbrough
- 9 Darlington
- 10 Redcar & Cleveland



Thirteen Housing Portfolio – Strategic View

Thirteen Housing Portfolio – Strategic View

We had many questions relating to:

- Stock Condition
- Traditional Asset Management – Component replacement
- Sustainability of stock
- Grenfell
- Impact of debt and voids
- Improving the standard of our stock
- Sustaining tenancies
- How could data and new technology help us make that quantum leap

What have we done

What have we done

- Using data and new technology to improve our understanding and knowledge and making real informed decisions
- Developed a Sustainability Model
- Appraising our stock
- New stock condition survey
- Green Paper response
- Responded to Hackitt Report
- Thirteen Homes Standard
- Keeping the Executive and Board up to speed

5 Year Strategic Plan

Homes and so much more...

5 Year Strategic Plan

At Thirteen we're all about providing homes, support and opportunities to grow. With a vision of a caring landlord and housing developer, we understand that everyone is an individual. We promise a home for *their* life. Whether that's a space to enjoy with family, a haven to return to every night or somewhere to put down roots, we're there to provide what customers prefer.

Putting customers at the heart of our business helps us shape the organisation and continue to ensure we're there for anyone who needs a home, and maybe a helping hand too. Our vision extends beyond homes to investing in their neighbourhoods and the wider Tees Valley too.

1 Our mission – why we are here

We provide homes, support and opportunities to grow.

2 Our vision

As a housing association, we are a caring landlord and housing developer. We're here to help anyone who needs a home. We're about investing in neighbourhoods and making a major contribution to the regeneration of Tees Valley.

3 Our priorities

1. Great customer experience
2. Delivering quality places to live and improving neighbourhoods
3. Being Team Thirteen - considerate, smart and progressive

4 Our geographic focus

We operate across the North East and North Yorkshire. Our regeneration and social value work has a focus on the Tees Valley.

5 Our values

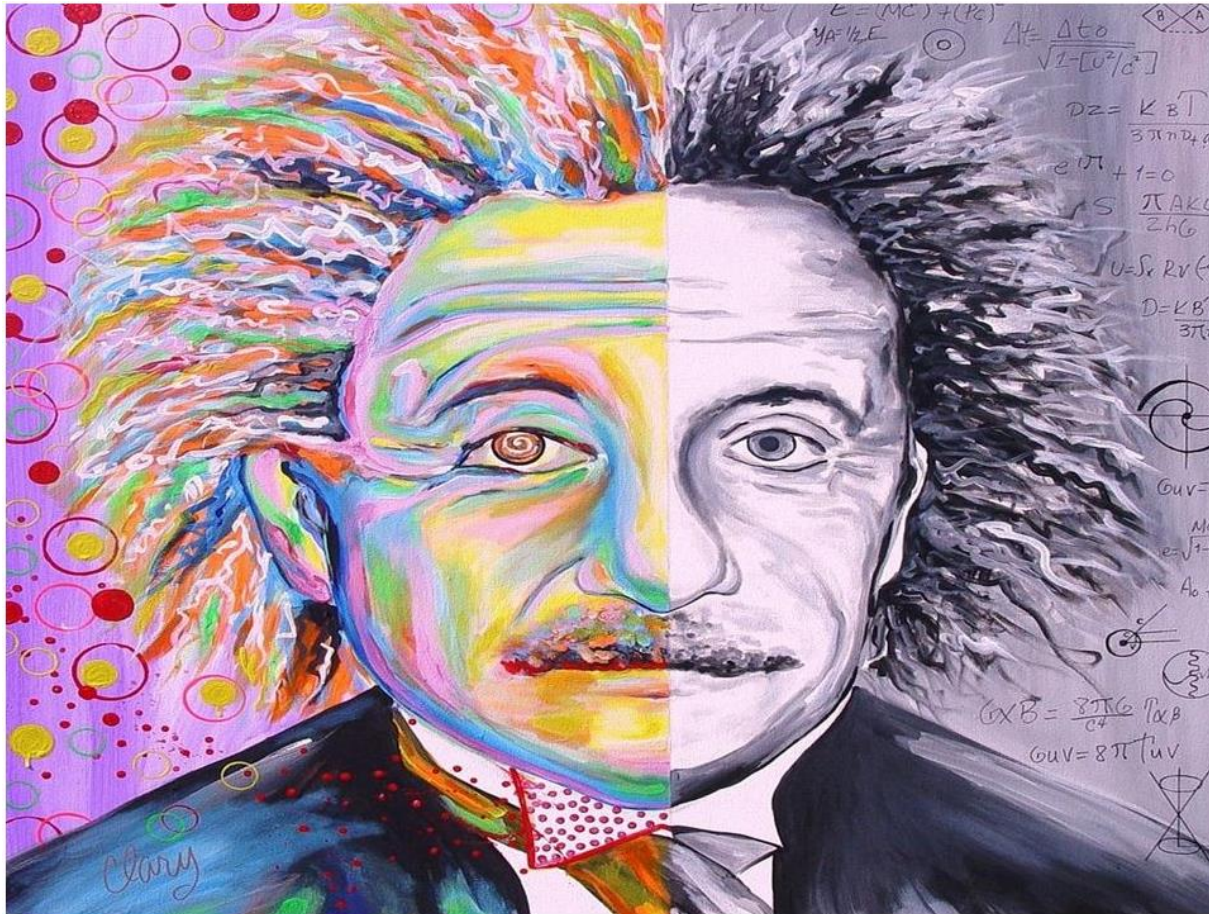
- Considerate: in our behaviour
- Smart: in the way we do things
- Progressive: we move things on

Strategic Cycle

Asset Performance

SM@RT Sustainability Tool

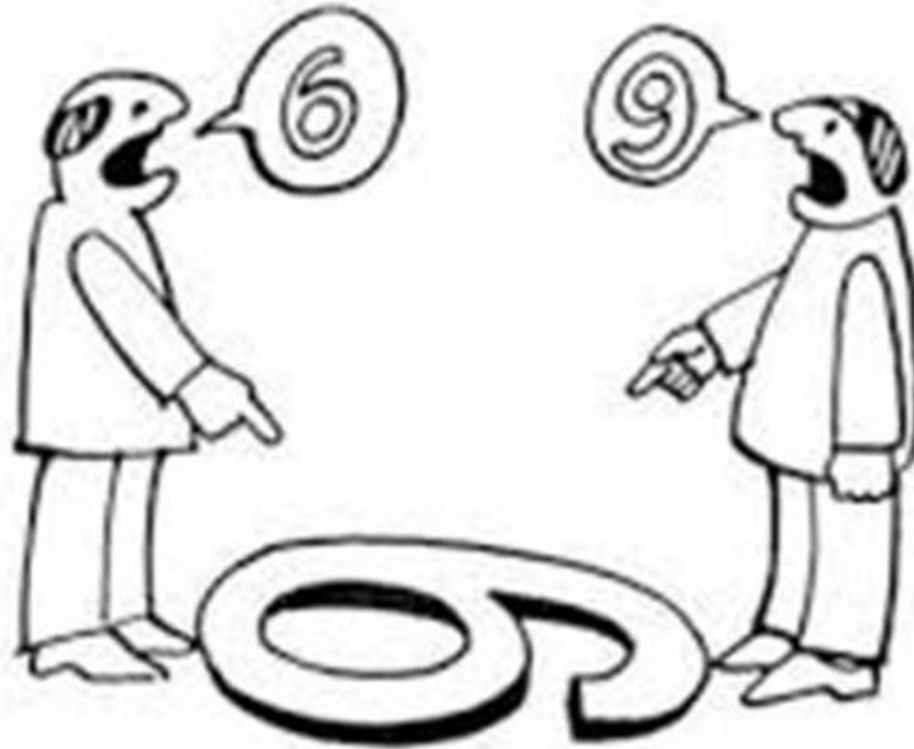
An Art & A Science



Asset or Liability



Perception



Performance V Aspiration



**Using data and new
technology to improve our
decisions**

SMART

**Sustainability
Modelling Tool**

SMART

- The group needed to look at the sustainability of properties both on a business level as a ongoing financial asset but also on their suitability to meet current and future customer demands.

SMART

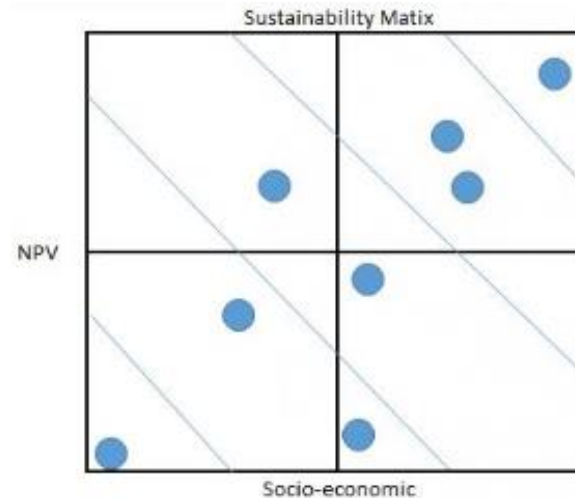
- Level 1 Economic
- The Hard facts, does this property make a profit?
- Calculates NPV and IRR using actual costs

SMART

- Level 2 Social and environmental
- What do we know about our properties and neighbourhoods?
- What is the public perception?
- Calculates the socio – environmental scoring using 39 factors such as ASB, Turnover, terminations, crime rates and satisfaction.

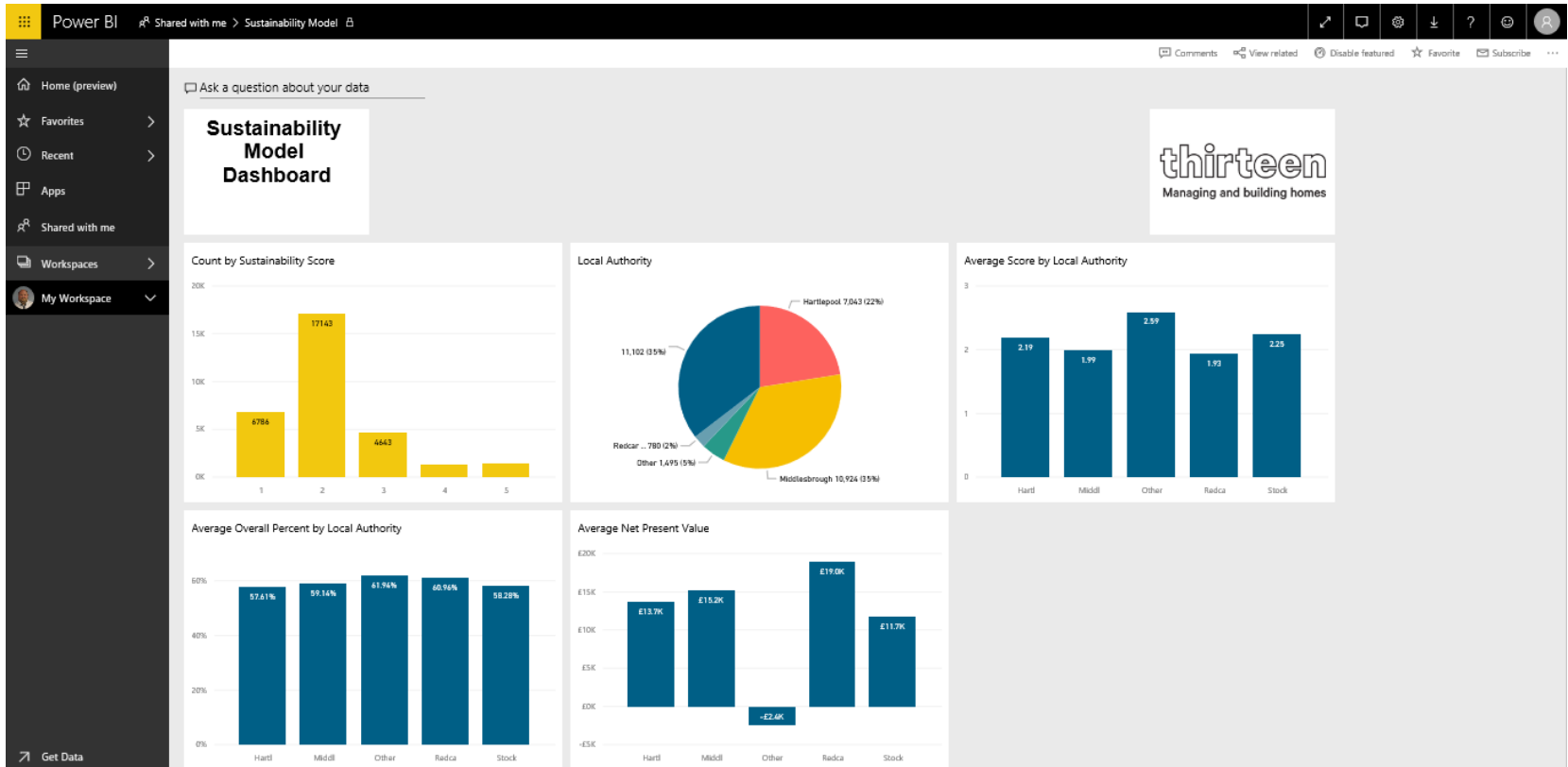
SM@RT

- This assigns a scoring between
- 1 (the best) and 5 (the worst).



- This is on a granular (property), broad (street) and wide (Neighbourhood) level

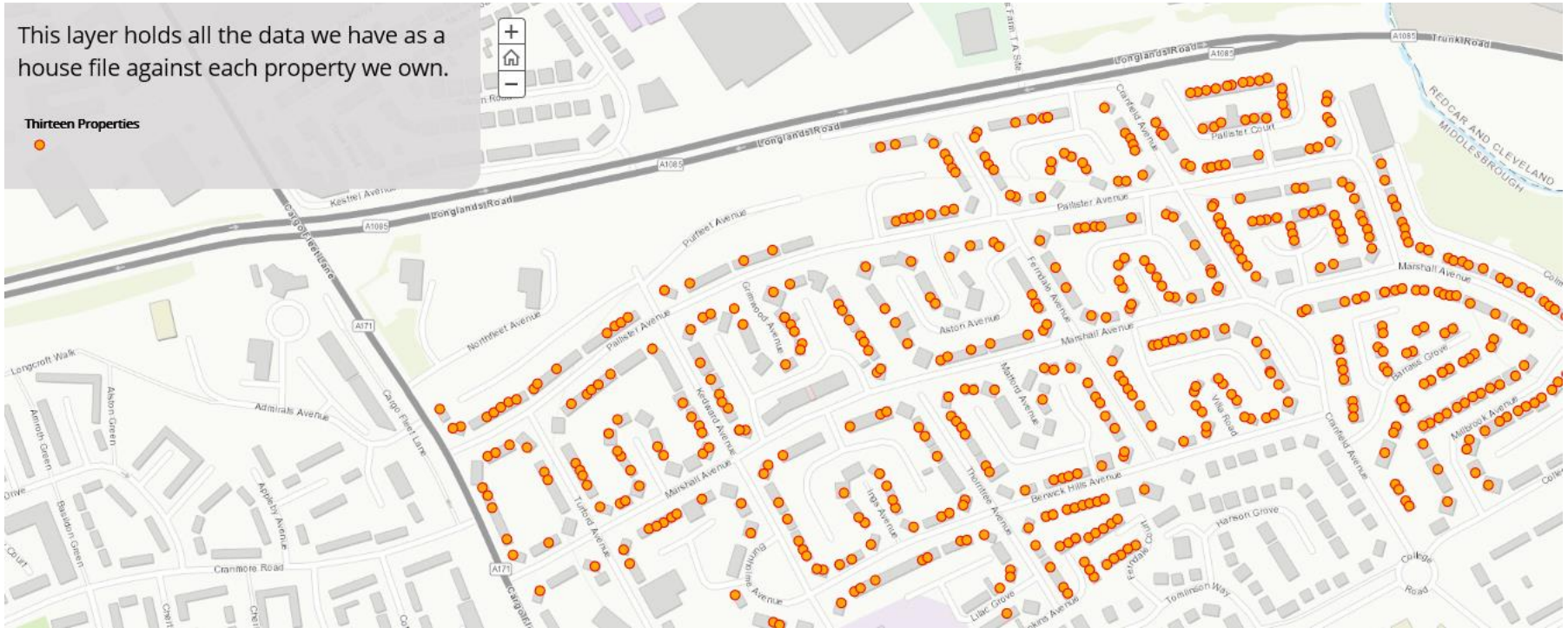
SM@RT



SM@RT

This layer holds all the data we have as a house file against each property we own.

Thirteen Properties



SM@RT

This layer enables front line staff to see works scheduled and completed in each property whilst they are out in the field.

Repair Type

- GAS
- CARPENTER
- GAS SERVICING
- PLUMBER
- ELECTRICIAN
- BRICKLAYER
- PLASTERER
- DRAINER
- GLAZIER
- ROOFER
- PAINT/DECORATOR
- FENCER
- NHOOD CLEARANCE



SM@RT

This layer identifies where we have rent arrears issues. This is used by our neighbourhood teams to carry out focused support such as roadshows or letter drops.

Current Rent Balance

RentBalance

- > 1,000 to 6,724
- > 750 to 1,000
- > 250 to 750
- > 0 to 250
- 1,164 to 0

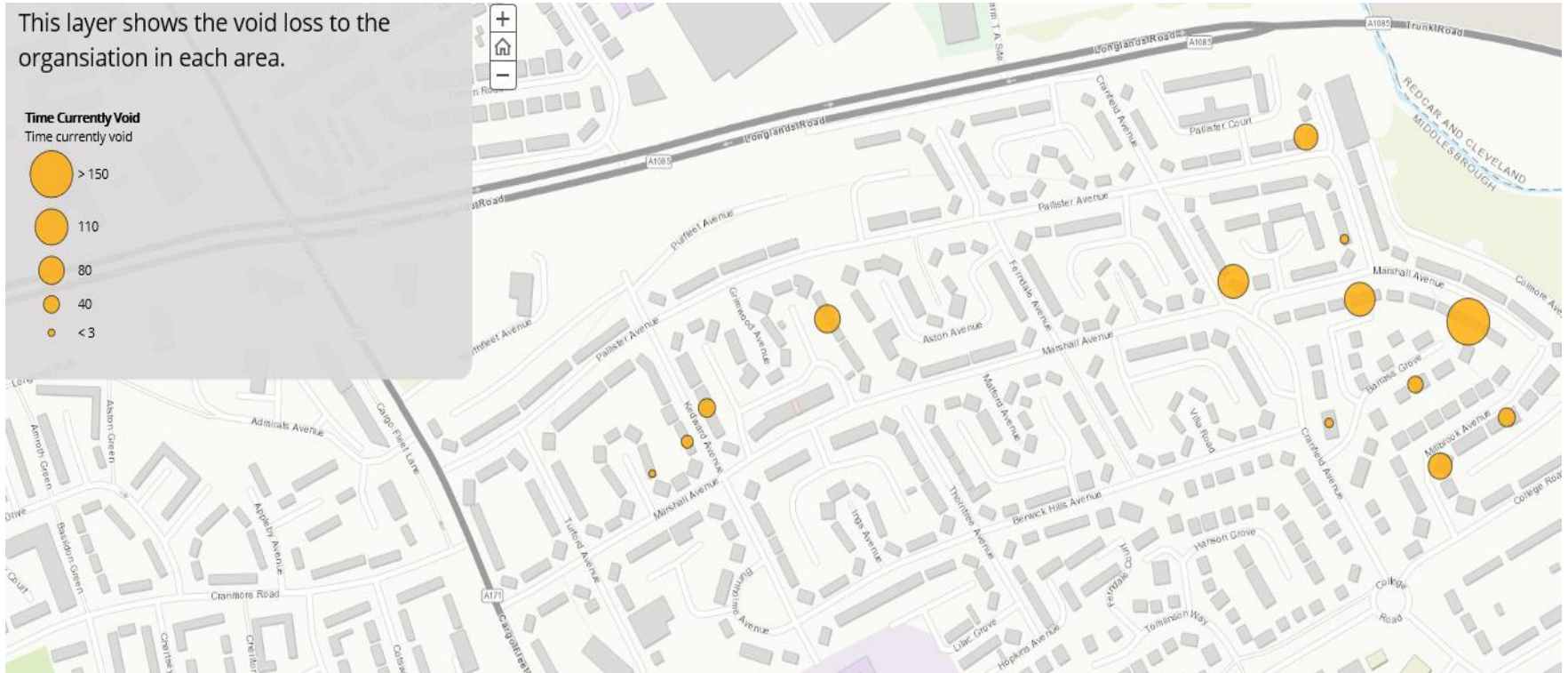
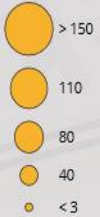


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This layer shows the void loss to the organisation in each area.

Time Currently Void

Time currently void



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We now have a greater understanding of how our portfolio performs.

Monthly update to boards with a league table of neighbourhoods.

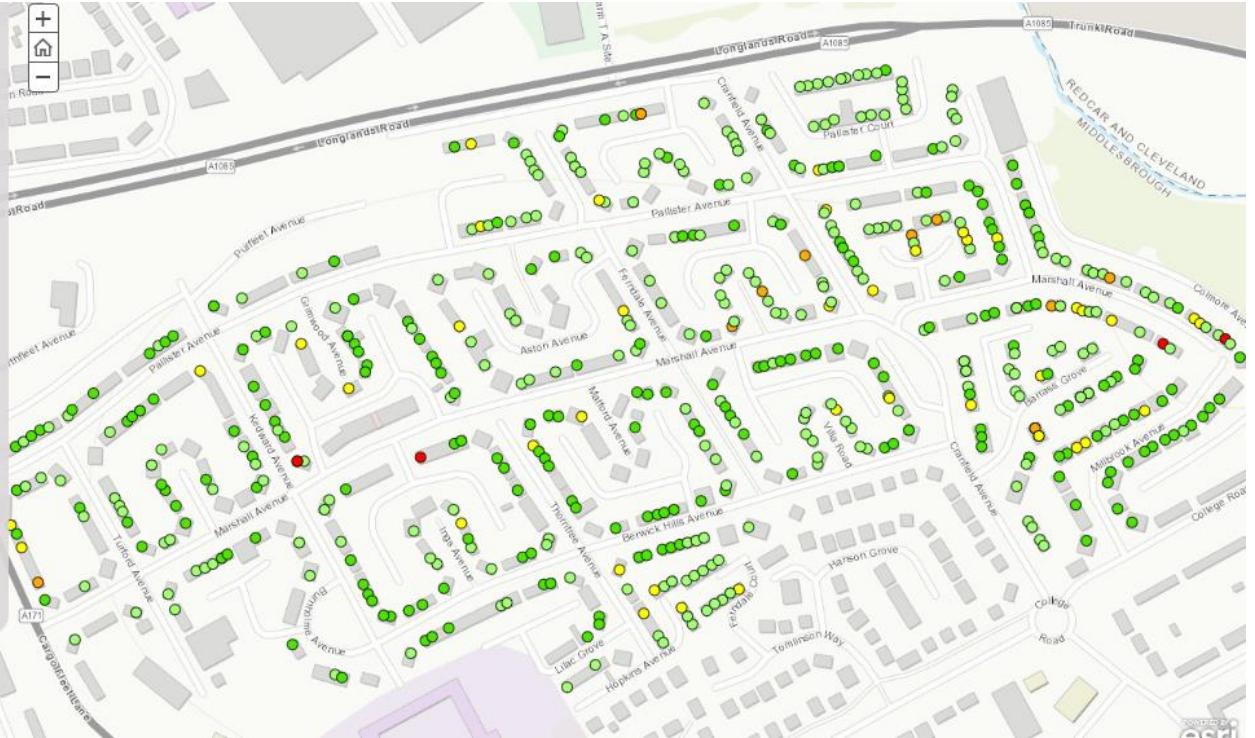
Interactive web app to enable staff to understand the sustainability of stock.

Front line staff with access to powerful trend analysis.

Sustainability Outcome

MatrixOutcome

- 5
- 4
- 3
- 2
- 1

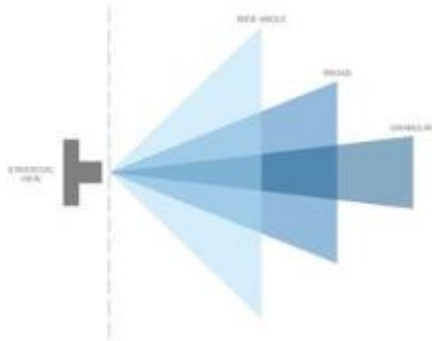


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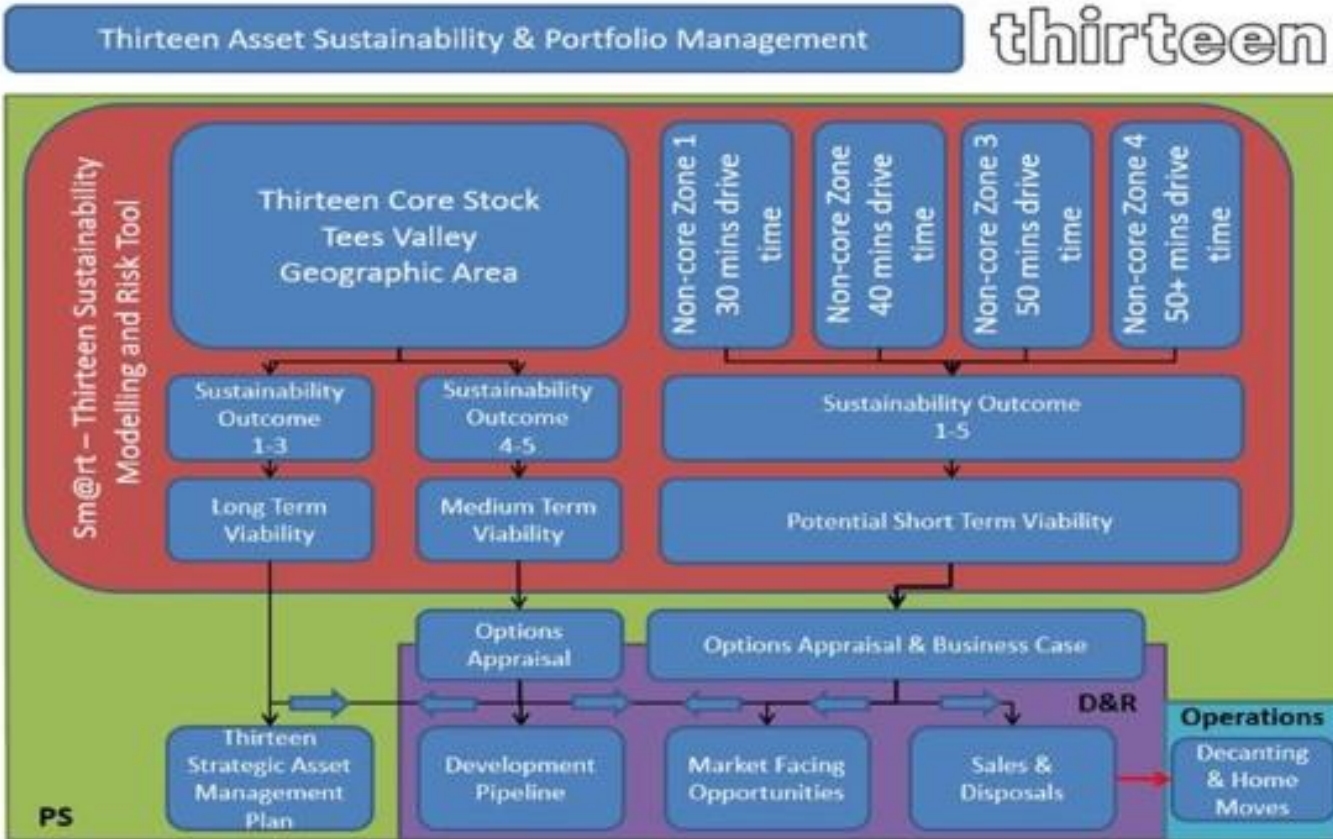
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Granular lens – individual property
 Broad lens – row of properties or street
 Wide angle lens – whole estate or block



	Matrix Score	Core	Non-Core	Total
Granular lens	1	10,301	590	10,891
	2	16,254	415	16,669
	3	1,674	111	1,785
	4	719	16	735
	5	1221	84	1305
Broad lens	1	7,671	557	8,228
	2	20,247	432	20,679
	3	650	139	789
	4	463	2	465
	5	1155	69	1224
Wide angle lens	1	2,682	461	3,143
	2	25,783	646	26,429
	3	429	109	538
	4	569	0	569
	5	706	0	706

SM@RT



Thirteen Home Standard

New technologies

Thirteen Homes Standard



Thirteen Homes Standard



Thirteen Homes Standard

Magnet

envirovent

 **WORCESTER**
Bosch Group


amazon alexa

ring

nest™

TP-LINK®

GROHE


Google

somfy®

aico®

hue
PHILIPS


MITSUBISHI


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Any Questions

Thank you.

Enjoy the
conference!