

Case Study - London Borough of Barnet

Barnet Homes is part of The Barnet Group and is the ALMO for Barnet Council managing around 10,000 council homes and 4,000 leasehold properties. Over the past few years, Barnet Homes has done a lot of work to understand its stock and customers, aligning this improved information with long-term business planning. Work undertaken includes:

- A 100 per cent stock condition survey over a three-year period, moving to a 25 per cent per annum rolling annual survey approach from 2024. Alongside core Decent Homes and other statutory requirement including HHSRS assessment, the survey gathers information on the remaining life of internal and external components to help shape and inform future planned works programmes. In time, this should reduce demand on the repairs service and enable us to further develop that service for the benefit of Barnet Homes' residents.
- Energy efficiency assessments are included in the survey as a starting point to formulate sustainability strategies and energy improvement plans. This information has already helped secure SHDF funding for 249 properties where a 'fabric first' package of works is being delivered.
- Stock condition data is used to predict likely issues, for example all residents that may have some form of damp and mould in their property based on intelligence from the survey have been contacted and encouraged to report any issues.
- A specialist asset management system (PIMSS) has been implemented which will enable the organisation to obtain and update its stock data from future surveys and other sources, including repairs, housing and customer service teams and residents. Ultimately, PIMSS will interface with Barnet Homes' other database software systems.
- PIMSS will also be the single source of the truth for compliance related information on stock with the priority on fire risk assessment and asbestos data 'going live' later this year. Reporting compliance performance in this way will be more robust, requiring less manual intervention.
- Barnet Homes has reviewed and strengthened the way that the resident voice is heard at Board level and used to shape decisions. The governance structure includes a Resident Board which ensures that residents can scrutinise and feed their views into the Board. All relevant strategy papers must include a section on what it means for residents and how resident voice was taken into consideration in making the decision.
- The organisation runs a rolling customer survey that allows almost real-time information to be gathered on the quality of services. This includes TSM data and transactional surveys.