

Case Study - Stockport Council

Stockport Homes is the ALMO for Stockport Council, managing around 11,000 social and affordable rented homes.

- The ALMO has an intensive stock condition programme where it aims to have 100 per cent of homes surveyed before March 2025. The surveys include the current Decent Homes Standard (and proposed standard), position and suitability of renewable technology, and presence and position of CO detectors and mechanical ventilation.
- Property condition information is updated between stock condition surveys through a number of methods, including:
 - A programme of tenancy visits at various points, including six weeks after sign up, nine months prior to tenancies becoming secure, and on an ad hoc basis. Property inspections are routinely completed where there has been a reported change in tenancy or when the property becomes empty.
 - An Eyes Wide Open approach is used where all staff undertaking any home visits are expected to report any property condition or repair issues. Property inspections are also included as part of electrical and gas servicing.
- The ALMO's housing management system holds asset and customer data so the two can be accessed from the same source, with each household record including both customer and asset data. The system also holds data for stock condition-related data that is not generated via the stock condition survey.
- Repair data can be split by archetype in Power BI dashboards, with data refreshed daily. This enables trends to be identified at archetype level and supports a predictive repairs data modelling approach.
- When customers report repairs, staff can search via the person first, which will bring up any alerts they may have (for example physical health disabilities). The member of staff can amend or add information to a repairs request before it is forwarded to the contractor. The contractor can also add information. Repairs staff receive two types of alerts to their handheld device: any safety alert is provided directly to the operative, any personal alert is sent to the planners, but they will contact the repairs team to understand the detail.
- Stockport Homes regularly assesses how equitably it delivers services to residents. This includes through breaking down customer feedback and TSM data into different categories, including protected characteristics, to analyse satisfaction. It also undertakes analysis of formal complaints to understand if any customer groups are over or underrepresented.