Luke Takeuchi
Director of Housing Services
luke@rhondda.org
@takeuchihousing

**Rhondda Housing Association -
Performance managing your stock**

Rhondda Housing Association

- Community based Association located in the heart of the Rhondda Valley for over 30 yrs
- 1700 properties
- Pro-active new build programme 300 units in programme & ambitions to grow
- Significant progress and change during last 3 years
- Cultural shift in priorities and approach
- Willingness to try new ideas and be creative
- Joined RHA exec team in 2014

The business challenges facing RHA in 2014

- A high number of empty homes with high 'churn' of tenancies in certain areas and high re-let times
- Ageing assets with a needs for a more focused strategic approach
- No clear options appraisal process and lack of data to drive decision making
- A need to target limited resources to tenants needing them most
- No trusted source of performance information and mixed data quality
- Vital performance information siloed in core systems

RHA Business Drivers

- Driving operational efficiencies to re-invest in new housing and improved services
- Becoming more 'business' focused to meet the challenges of the external environment
- Protecting our income streams and long term future
- Creating more desirable places to live
- Breaking down silos to enable more collaborative working
- Improving tenancy sustainability
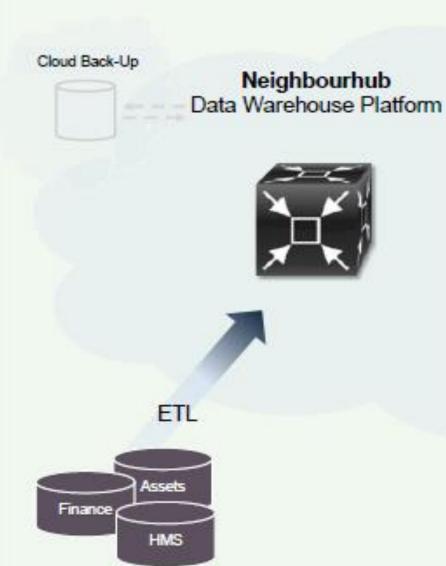
What is Neighbourhub?
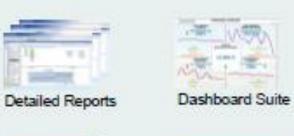
The Tech Definition

"A software as a service fully integrated cloud hosted performance management solution providing a single version of the truth and empowering RHA across frontline staff, exec and board room to collaborate and make better decisions for the long term benefit of the association"

The implementation

visualmetrics

Performance Management and Data
Warehousing solutions provider

Rhondda

housing association | cymdeithas tai

working together for a brighter future

What has been achieved so far?

The results

- Increase in surplus generated across core services by £729k
- Reductions in void and responsive maintenance spend of £333k
- Reduction in lost rent from empty properties of £55k during last 2 years
- Average time to re-let properties has fallen from 33 days to 19 days
- Number of reactive repairs fallen by 818 during the year
- 64% of our neighbourhoods making the required surplus compared to 45% the previous year
- 25% of neighbourhoods falling below the required surplus compared to 36% the previous year

Greater efficiencies

- Cashable savings to re-invest

- Improved the quality of our data insight and decision making

- Focused our resources more efficiently

- Smarter investment in our stock

- Delivering services where our tenants need them most

- Ensuring that we are a long term sustainable provider of housing and services in the Rhondda

Thank you