

£1M in income rental for Vale of Aylesbury Housing Trust

Results & ROI

- £1 million rental income achieved for the first time ever (with 1 month left in the financial year)
- Realised project ROI of 179%, predicted ROI of 1,671%

The client

Vale of Aylesbury Housing Trust (VAHT) is a 'not-for-profit' Registered Social Landlord (RSL) that provides affordable housing for over 17,000 people living and working in Aylesbury and its surrounding villages. In addition, VAHT has a portfolio of circa 2000 garages managed by a small team renting them out to private individuals and VAHT residents.

The challenge

Prior to the establishment of a dedicated team, albeit on a trial basis, three years ago, the Trust had no clear understanding of income data, demand for garages and refurbishment needs.

Extracting meaningful data from IT system was difficult and numerous spreadsheets had been created to help manage the process.

Evidence suggested that only 50% of income from garages was regularly being collected.

Establishing the composition of the team to meet the needs of delivering the service successfully was proving difficult.

The purpose of the review was to identify the optimum garage management process and make recommendations for the future structure of garage management.

The approach

Unusually, the diagnostic showed that performance of the garage team had already significantly improved since the full team had been appointed three months previously, having been under-complement. Arrears have fallen by 66%, the percentage of garages rented has increased from 50% to 74%, and the team will make a 35% net increase on rental income from the last financial year.

The outstanding issues that the review identified and resolved were:

IT system not aligned to team processes

Integrate the repairs and keys processes into the system. Amend system bugs that prevented the lettings process running smoothly.

Double handling and waste in the process

Removal of duplicate tasks with other teams e.g. raising of an invoice for garage clearance.

The lack of performance data

An Information Centre with 8 core measures was set up, including: demand data, current rental status of garage stock, and progress of the refurbishment programme.

The benefits

A recommendation was made to the senior management team to maintain the status quo and leave the management of garages with the current team, with the improved income collection, running the garages service cost only 11.5% of the net rental income. Within 2 weeks of completing the review the Garages Information Centre was set up, and the team had completed 21% of the actions identified in the review.

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It was a pleasure working with Ad Esse, their expertise, knowledge and friendly manner made the review process not only beneficial in terms of the outcomes but the experience was good too.”

Karen Harley, Garages Manager