



COVID-19

Impact and Legacy

A personal journey



COVID Group

- COVID Group formed March 2020
- Response to growing concerns about COVID
- Open to all – Clients, Contractors & Supply Chain
- First meeting attended by over 100 people



The First Meeting

- PPE availability
- Re-allocation of resources (away from internal works)
- “Key Worker” clarification
- Access to properties where people self-isolating
- Managing statutory compliance
- Materials availability
- Client executive team decision making
- Business continuity planning

echelon
conference
2021

And then.....

- Just 3 days after our first meeting
- 23rd March the world changed....

echelon
conferenc
2021



Development of Group

- Group initially met weekly
- Datasheets introduced in April 2020
- Regular updates from Devonshires (Legal)
- Amazing input from the team at Travis Perkins
- We laughed together
- We cried together
- But most of all we pulled together!

echelon
conference
2021

COVID in Numbers...

- Call demand peaked in Mid February 2021
- Furlough numbers peaked at 62%!
- At one point we had 7% of the workforce off due to COVID
- The group have maintained LGSR compliance at above 99% the whole time
- Legacy issues are WIP, void costs, disrepair and tenant expectations

More Numbers....

- Over 100 individual organisations are members (220+ people)
- 30 organisations providing data
- 15 consistent responders – who have provided data week on week
- Over 1,200 Submitted Datasheets
- Over 24,000 Covid Datasheet Response Datapoints collected and analysed
- A total of over 75,000 Datapoints provided by Clients and Contractors
- Special thanks for additional weekly data to:
 - Exeter (Mark Dale)
 - SPS Doorguard (Shirley Duffus)
 - Progress (Adele Livesey) for additional data provisions!

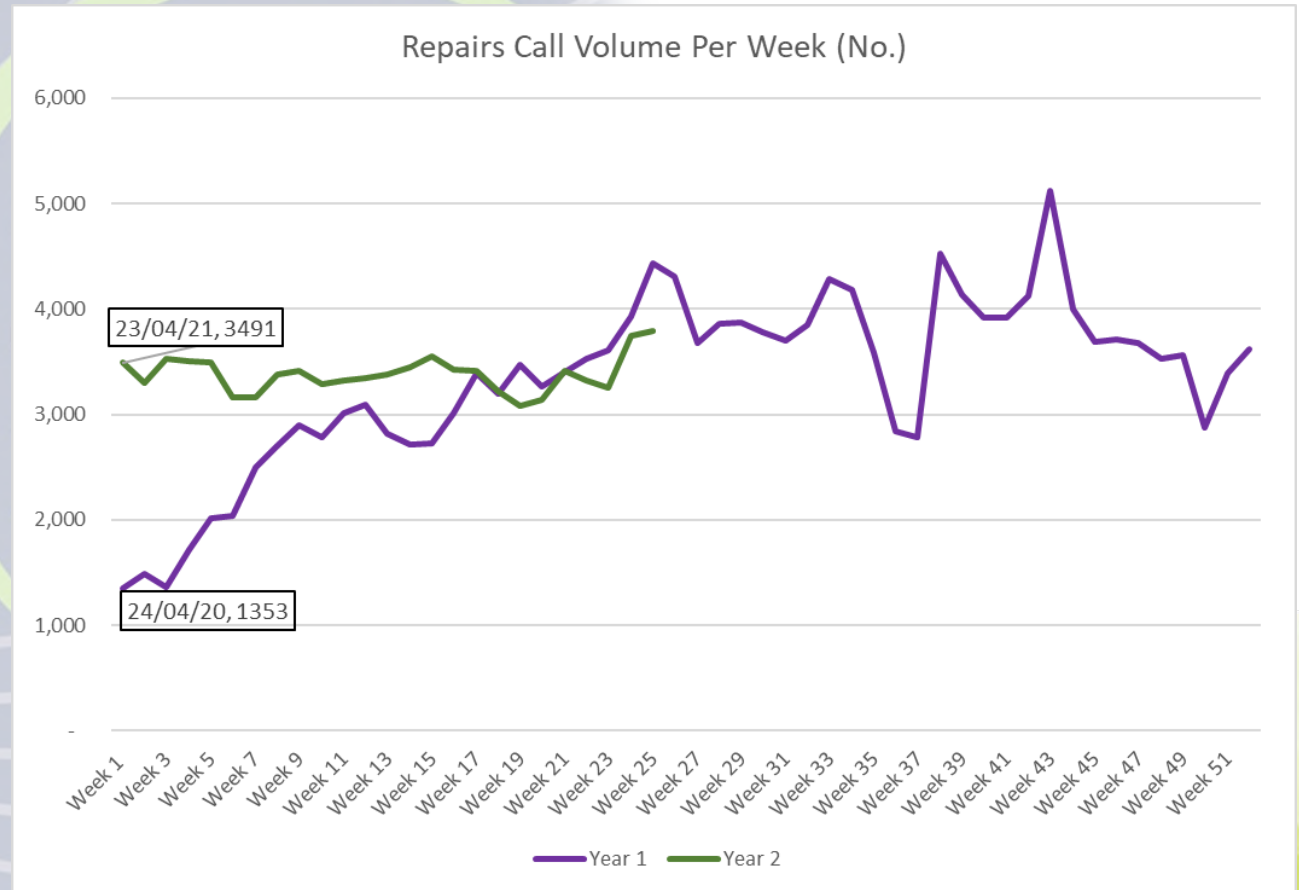
In Time....

- 50 meetings
- 77 Covid Datasheet Weeks Collected
- 123 weeks of Exeter Call Data
- 130 weeks' worth of Progress Repairs Data
- Around 150 Hours of Data Processing so far
- So what?

echelon
conference
2021

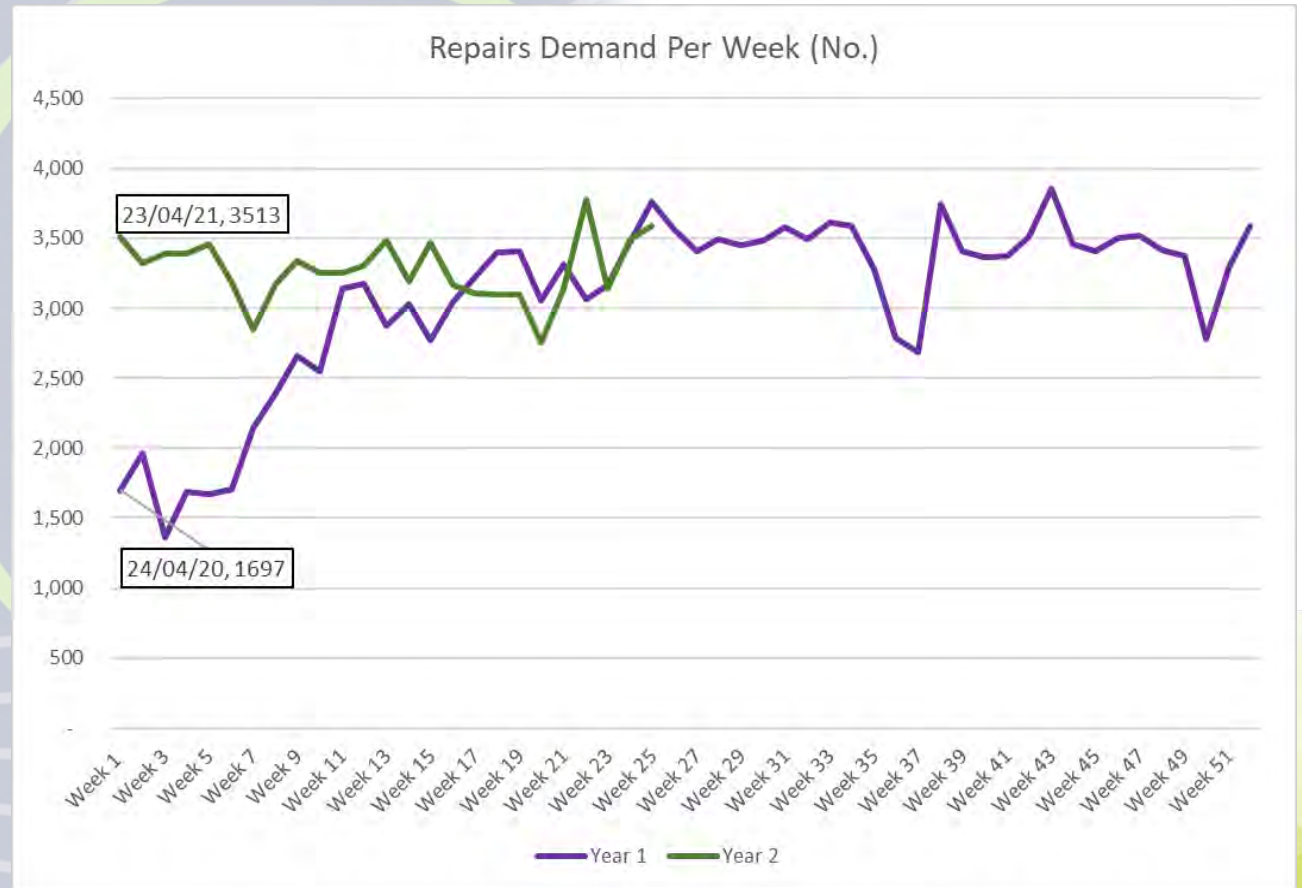
Repairs Calls

- 1,353 calls per week to 3,491 per week over the course of one year
- Standard call figures appear to have returned by late August



Repairs Demand

- 1,697 repairs per week to 3,513 per week over the course of one year
- Shows that normal repair demand returned fairly early on in the measurement of the data



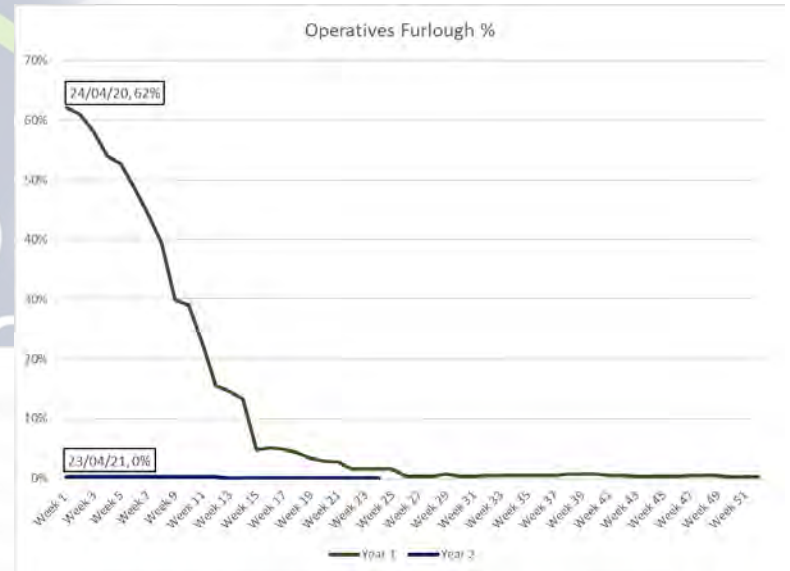
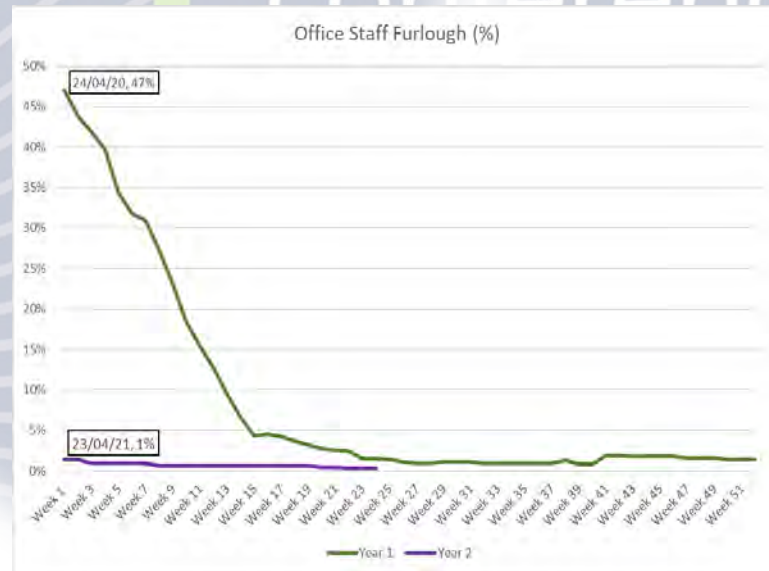
WIP

- WIP increased to 7,796 from 3,489 over course of one year
- A small reduction was shown from mid-May 2020 to mid-July 2020 however growth has been steady since.



COVID Staffing

- Office Staff Furlough from 47% to 1% over one year
- Operative Furlough from 62% to 0% over one year



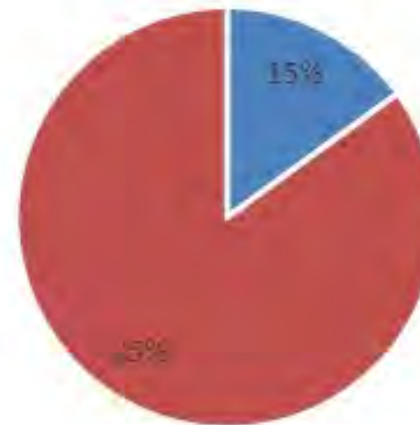
“New Normal” Survey

Do you believe tenants expectation is

Have you seen an increase in complaints?

Have you seen an increase in disrepair cases?

Do you believe its easier to gain access than pre
Covid-19?



■ Yes ■ No

Legacy?

- True collaboration works
- Increased WIP
- Disparity in service across sector
- Less voids but significantly higher cost
- Increased disrepair case
- Perfect storm of materials/labour issues
- **Have we lost sight of the condition of our properties?**
- Can we deliver client facing services whilst sat at home?
- Is this the moment we move from reactive to proactive repairs?
- Many more challenges to come...

What Next?

- Echelon COVID Impact Report – coming soon!!
- Measurements evolve with COVID
- Focus on Tenant behaviour changes
- Working practices and impacts
- Management of WIP
- Future readiness and planning
- Collaborative approach to new challenges
- New Disrepair Group up and running
- Let's stick together as a sector!

echelon
conference
2021

