

Metropolitan



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Consortium(s): G15, Procurement For All Limited, Efficiency East Midlands Ltd, LHC, Fusion21 Ltd, PfH - Procurement for Housing

Consultant(s): Eclipse Research, The Hampden Consultancy, BPP Construction Consultants LLP, bptw partnership, Alysium Consulting, Alan Camp Architects, Ellis and Moore Consulting Engineers



Metropolitan is a leading provider of integrated housing services, care and support and community regeneration. We manage over 36,000 affordable homes for rent and sale to those with greatest need, along with a range of care and support services. In total, we provide a diverse range of service to over 80,000 customers across London, the East of England and the East Midlands. We work in diverse communities across the UK and understand that our customers want what we all do: safe and secure communities, well-maintained homes that we can afford and care and support when we need it. We're about creating opportunity and are a force for positive change. With the courage of our convictions, we are improving life together. Our shared objective and vision for all that we do, wherever we work, is simple and clear: Improving life together

Latest News

Sector leaders hail 'huge significance' of May's NHF speech

Sector leaders have hailed the 'huge significance' of Theresa May's vote of confidence in housing associations, following her speech to the National Housing Federation conference today.

London councils call on government to fund non-ACM cladding removal

Councils in London are calling on the government to fund the removal and replacement of unsafe non-Aluminium Composite Material (ACM) cladding.

Why are men over-represented as board chairs?

New data shows that women are under-represented on housing association boards and senior board roles. Jess McCabe reports.

Social Housing Green Paper one week on: the debate rages

The government's Social Housing Green Paper has prompted a huge amount of debate among Inside Housing's contributors. Here we round up the main talking points so far.

League tables could prove 'blunt' and 'counter productive', sector warns

League tables of housing associations could prove to be a "blunt instrument" with "counter-productive" effects, sector leaders have warned.

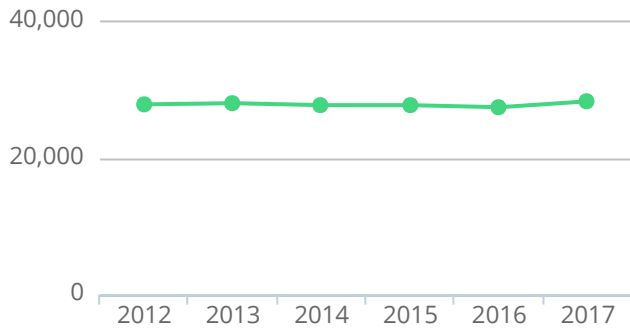
Statistics

Metrics	2017	2016	2015	2014	2013	2012
Cash	£272.80M	£258.05M	£229.62M	£195.02M	£197.35M	£194.09M
Turnover	£288.13M	£265.69M	£238.45M	£230.37M	£256.19M	£273M
Operating Surplus	£102.85M	£117.03M	£93.65M	£84.95M	£82.09M	£67.01M
Operating Cost Per Home	£4,923	£4,416	£4,421	£3,025	£3,789	£4,323
Void Losses	£1.79M	£2.45M	£3.63M	£5.28M	£2.82M	£3.42M
Total Stock	28,413	27,539	27,842	27,845	28,130	27,960
New Builds	219	228	252	139	449	380
Average Days to Relet	27	29	56	-	67	72
Overall Satisfaction	-	-	-	-	71%	71%
Planned Maintenance Expenditure	£9.70M	£8.98M	£8.54M	£7.14M	£7.24M	£7.39M
Improvement Works Spend	£29M	£29M	£23M	£34M	-	-
Number of Repairs	-	-	87,625	-	-	-
Repairs Satisfaction	-	99%	-	-	61%	63.3%
Repairs completed right at first time	83%	83%	86.2%	-	-	68%
R & M Cost Per Home	-	£846.00	£859.00	£798.00	£679.00	£720.00
Cost / property of the Repairs Service	-	£442.00	£492.00	£364.00	£436.00	£439.00
Routine Repairs & Maintenance Expenditure	£23.50M	£18.23M	£18.32M	£13.56M	£16.08M	£16.86M
Wages	£50.50M	£46.79M	£44.17M	£37.93M	£39.85M	£44.03M
Number of Employees	1,545	1,436	1,321	1,308	1,453	1,539

Metrics Graph

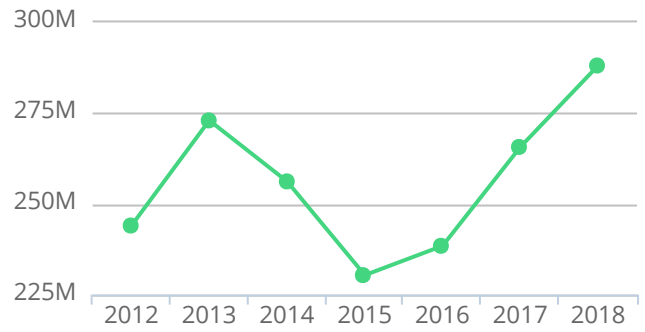
Total Stock

28,413 units



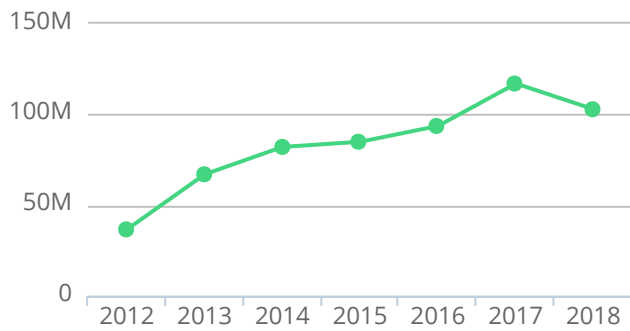
Turnover

£288.13M



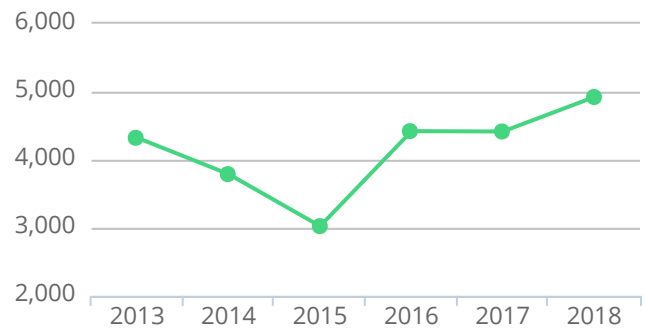
Operating Surplus

£102.85M



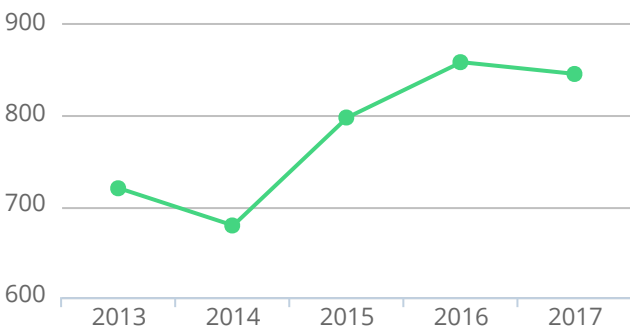
Operating Cost Per Home

£4,923



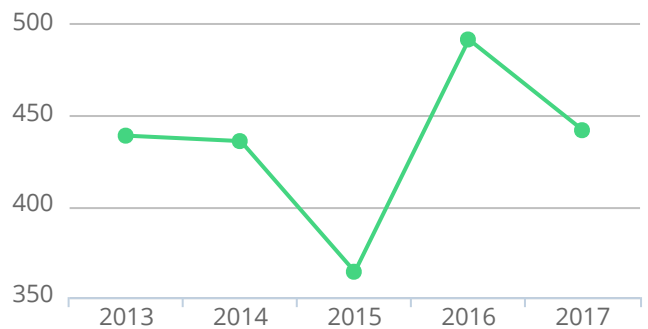
R & M Cost Per Home

£846.00



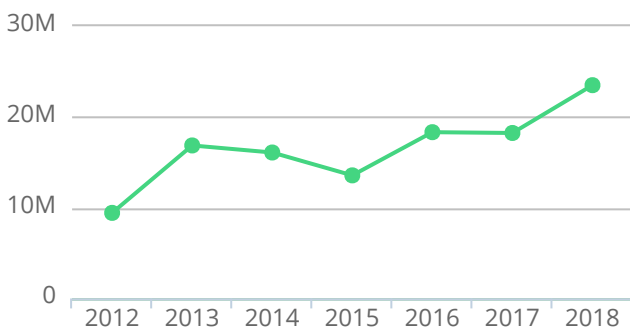
Cost / property of the Repairs Service

£442.00



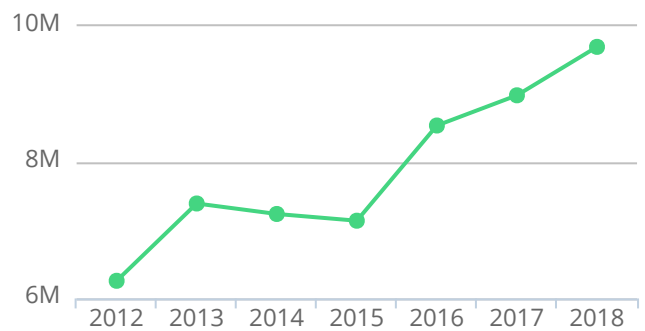
Routine Repairs & Maintenance Exp

£23.50M

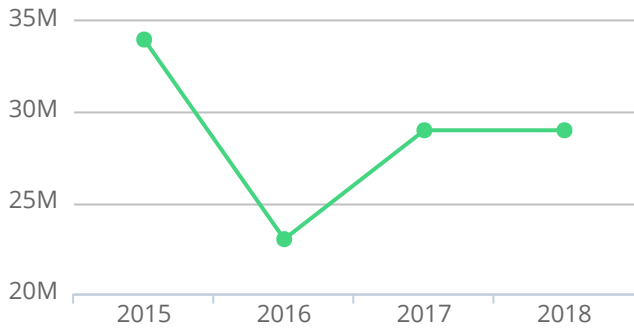


Planned Maintenance Expenditure

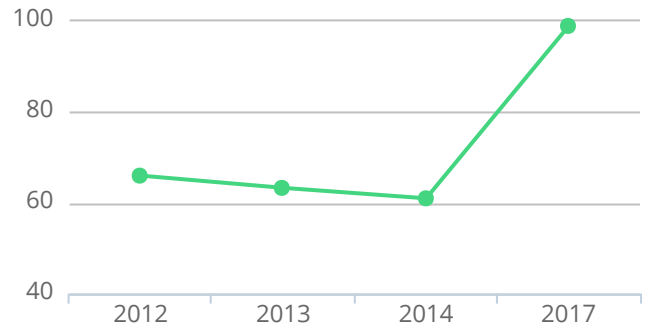
£9.70M



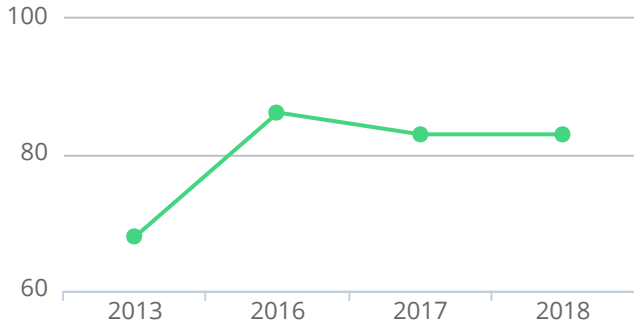
Improvement Works Spend £29M



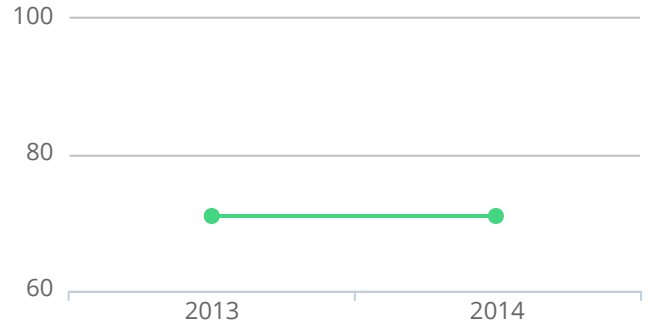
Repairs Satisfaction 99%



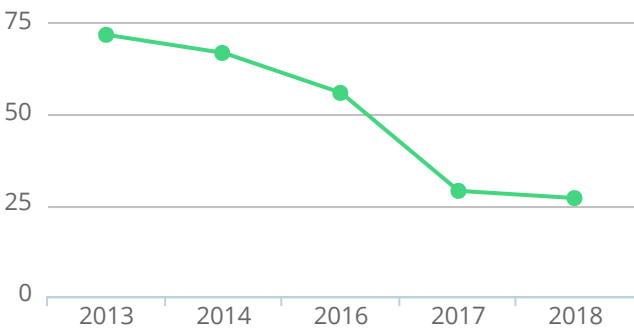
Repairs completed right at first time 83%



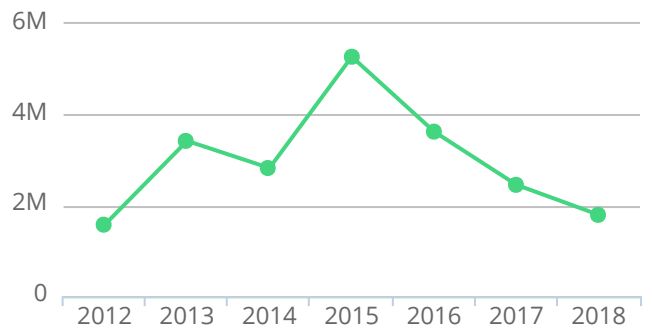
Overall Satisfaction 71%



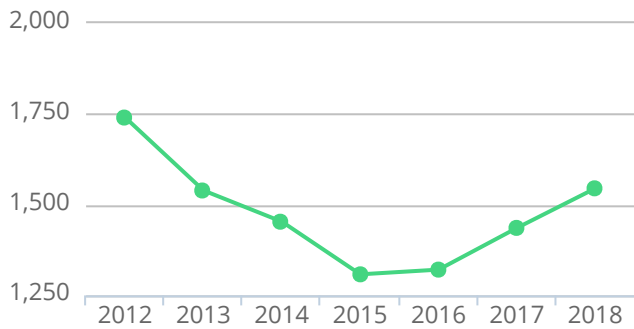
Average Days to Relet 27



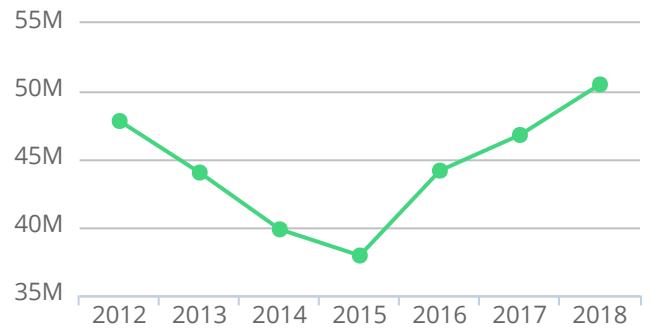
Void Losses £1.79M



Number of Employees 1,545



Wages / Bill £50.50M



Income & Expenditure from Social Housing Lettings

Particulars	2018	2017	2016
Expenditure on Lettings			
Service charge costs	(£33M)	(£25.88M)	(£24.94M)
Management	(£46.79M)	(£37.37M)	(£35.88M)
Planned maintenance	(£9.70M)	(£8.98M)	(£8.54M)
Routine repairs and maintenance	(£23.50M)	(£18.23M)	(£18.32M)
Rent losses from bad debts	(£0.69M)	(£1.86M)	(£0.29M)
Depreciation and amortisation of housing properties	(£18.89M)	(£15.01M)	(£13.37M)
Impairment charge	(£2.90M)	(£0.62M)	(£0.11M)
Operating cost on social housing lettings	(£134.21M)	(£114.15M)	(£106.10M)
Void losses	(£1.79M)	(£2.45M)	(£3.63M)
Operational Void Loss Based on % of Rent	-	-	-

Housing Stock

Type	2017 (Owned)	2017 (Managed)	2016 (Owned)	2016 (Managed)
General Needs	21,253	398	20,041	873
Affordable/Intermediate Rent	987	18	827	30
Supported Housing	2,069	213	2,129	247
Care Homes	269	17	297	-
Housing for Older People	3,189	-	3,095	-
Shared Ownership	3,744	85	3,563	59
Total Stock	27,767	646	26,389	1,150

Stock Movement

Particulars	2017 (Units)	2016 (Units)	2015 (Units)	2014 (Units)
Total Sold	86	864	39	409
Sales to Tenants	30	21	38	394
Demolished	-	-	-	-
New Builds	219	228	252	139
Acquired	1,937	1,203	386	144
Letting conversion from social rent	-	-	92	99
Letting conversion from other forms	-	15	-	-
No. of sales to tenants (affordable)	-	1	-	-
No. of sales to others (affordable)	-	9	-	-

Housing Stock by Local Authority Area

Local Authority	Owned (Units)	Managed (Units)	% of our stock	Private Homes	Social Homes	Population
Lambeth	4,620	-	16.80	87,670	962	303,086
Rushcliffe	3,463	-	12.59	44,240	16	111,129
Derby	2,292	-	8.34	86,970	146	221,708
Nottingham	1,877	-	6.83	97,300	25	266,988
Haringey	1,782	-	6.48	79,560	13	254,926
Brent	1,701	-	6.19	89,860	65	311,215
Sutton	1,648	-	5.99	70,120	32	190,146
Enfield	1,236	-	4.49	105,380	67	312,466
Cambridge	780	-	2.84	39,360	17	123,867
Barnet	741	-	2.69	126,390	11	356,386
South Cambridgeshire	715	-	2.60	55,690	535	148,755
Harrow	517	-	1.88	79,370	10	239,056
Southwark	506	-	1.84	72,900	1,701	288,283
Hackney	420	-	1.53	60,570	1,350	246,270
Erewash	359	-	1.31	44,800	16	112,081
Wandsworth	303	-	1.10	111,030	1,563	306,995
Waltham Forest	258	-	0.94	78,560	1,432	258,249
Huntingdonshire	252	-	0.92	64,340	109	169,508
Tower Hamlets	243	-	0.88	67,740	1,289	254,096
Ashfield	224	-	0.81	45,760	68	119,497
Broxbourne	217	-	0.79	34,270	5,293	93,609
Corby	170	-	0.62	22,100	333	61,255
Dacorum	170	-	0.62	50,040	233	144,847
St. Edmundsbury	162	-	0.59	40,180	13	111,008
Lewisham	161	-	0.59	84,800	272	275,885
Hounslow	155	-	0.56	77,880	263	253,957
North East Derbyshire	138	-	0.50	35,740	31	99,023
Mansfield	133	-	0.48	38,990	775	104,466
Amber Valley	129	-	0.47	48,820	9	122,309
Barking and Dagenham	128	-	0.47	50,250	9	185,911
Spelthorne	124	-	0.45	35,990	73	95,598
South Derbyshire	104	-	0.38	37,870	4,190	94,611
Northampton	95	-	0.35	77,740	295	212,069
Wellingborough	90	-	0.33	27,900	150	75,356
Hillingdon	89	-	0.32	88,640	440	273,936
Hammersmith and Fulham	80	-	0.29	59,660	899	182,493
South Norfolk	79	-	0.29	50,930	296	124,012
East Cambridgeshire	72	-	0.26	31,580	90	83,818
East Hertfordshire	72	-	0.26	52,460	3,052	137,687

Local Authority	Owned (Units)	Managed (Units)	% of our stock	Private Homes	Social Homes	Population
Leicester	70	-	0.25	98,340	3,339	279,921
Richmond-upon-Thames	66	-	0.24	73,740	18	186,990
Lincoln	64	-	0.23	33,930	11	93,541
Uttlesford	63	-	0.23	30,200	14	79,443
Hertsmere	63	-	0.23	34,890	22	100,031
Fenland	59	-	0.21	38,050	4,039	95,262
Gedling	59	-	0.21	46,650	158	113,543
Redbridge	57	-	0.21	93,330	11	278,970
Welwyn Hatfield	56	-	0.20	34,160	418	110,535
Charnwood	55	-	0.20	62,960	14	166,100
East Staffordshire	50	-	0.18	43,530	6,637	113,583
Bedford	42	-	0.15	58,380	15	147,911
South Kesteven	36	-	0.13	53,470	59	133,788
Oadby and Wigston	35	-	0.13	20,980	119	56,170
East Northamptonshire	33	-	0.12	33,430	78	86,765
King's Lynn and West Norfolk	31	-	0.11	65,150	389	147,451
Breckland	30	-	0.11	50,370	126	130,491
Basildon	27	-	0.10	59,420	710	174,497
North Hertfordshire	24	-	0.09	45,610	17	127,114
Reigate and Banstead	23	-	0.08	51,530	242	137,835
Croydon	23	-	0.08	126,210	10	363,378
Bassetlaw	21	-	0.08	42,250	17	112,863
Broxtowe	19	-	0.07	43,160	226	109,487
Merton	18	-	0.07	71,260	6,123	199,693
Norfolk	16	-	0.06			
Colchester	-	13	0.05	65,750	86	173,074
Kensington and Chelsea	12	-	0.04	66,760	561	158,649
Westminster	11	-	0.04	93,570	2,896	219,396
Sheffield	11	-	0.04	182,660	11	552,698
Three Rivers	11	-	0.04	31,370	1	87,317
Tamworth	10	-	0.04	26,510	1	76,813
Tendring	8	-	0.03	62,000	134	138,048
Southend-on-Sea	8	-	0.03	70,140	2	160,257
Harlow	8	-	0.03	25,200	403	81,944
Kingston-upon-Thames	7	-	0.03	59,010	781	160,060
Chesterfield	-	6	0.02	38,060	18	103,788
Babergh	6	-	0.02	34,610	5,608	87,740
Derbyshire Dales	6	-	0.02	30,000	4,017	71,116
Forest Heath	6	-	0.02	23,270	32	59,748

Local Authority	Owned (Units)	Managed (Units)	% of our stock	Private Homes	Social Homes	Population
Maldon	6	-	0.02	24,600	328	61,629
Newham	5	-	0.02	78,090	284	307,984
Braintree	5	-	0.02	53,280	62	147,084
North West Leicestershire	-	5	0.02	36,010	31	93,468
Cannock Chase	4	-	0.01	35,560	87	97,462
Stafford	3	-	0.01	50,790	12	130,869
Lichfield	2	-	0.01	38,230	16	100,654

Current Tenders (Last 6 months)

Dispatch Date	Title	Type	Location	Tenure	Total Quantity or Scope	Deadline
16-07-2018	Tender Ref. No.: 2018-2019-053 - Grounds Maintenance and Cleaning Services - East Anglia	Ground Work	East Anglia	4 years		Closed
15-06-2018	Office Fit-out Works - Clapham Park	-	London	2 mos		Closed

Responsive Repair Contractors

Type	Contractor	FW	Tenure	Start	End	Extension	Contract Value	Lot Value
Responsive Repairs, Voids, Painting and Decoration, Kitchens & Bathrooms, General building works, Electrical, Doors & Windows	Metworks (DLO)	-		Apr '17	-	-	-	-
Responsive Repairs, Voids, Roofing, Painting and Decoration, Kitchens & Bathrooms, Electrical, Doors & Windows	Metworks (DLO)	-		Feb '16	-	-	-	-
Responsive Repairs, Voids, Plumbing, Mechanical, Kitchens & Bathrooms, Gas Servicing, Electrical, Doors & Windows	Morgan Sindall Property Services	-	5 years	Sep '15	Aug '20	5	£20M	-

Other Current Contractors

Contract Title	Contractor	FW	Tenure	Start	End	Extension	Contract Value	Lot Value	Homes
Repairs & Maintenance									
Refurbishment Works to Properties									
Trades: Roofing, Painting and Decoration, Kitchens & Bathrooms, Doors & Windows, Central Heating	Novus Property Solutions Ltd	-	-	Jun '18	-	-	£7.20M	-	-
Lot Title: -									
Whole House Contractor - General Building Works									
Trades: Roofing, Painting and Decoration, Kitchens & Bathrooms, Central Heating	Breyer Group	-	1 year	Jan '18	Jan '19	1	£6M	£2M	-
Lot Title: Tier 2 - London									
Whole House Contractor - General Building Works									
Trades: Roofing, Painting and Decoration, Kitchens & Bathrooms, Central Heating	Breyer Group	-	1 year	Jan '18	Jan '19	1	£6M	£3M	-
Lot Title: Tier 2 - East Anglia									
Whole House Contractor - General Building Works									
Trades: Roofing, Painting and Decoration, Kitchens & Bathrooms, Central Heating	Breyer Group	-	1 year	Jan '18	Jan '19	1	£6M	£1M	-
Lot Title: Tier 3 - London									
Painting of Leasehold East Midlands and East Anglia.									
Trades: Painting and Decoration	The Bell Group Limited	-	2 years	Dec '16	Dec '18	1+1	£1M	£1M	-
Lot Title: Painting East Midlands and East Anglia Leasehold Properties									
Painting of London Leasehold Properties.									
Trades: Painting and Decoration	The Bell Group Limited	-	2 years	Dec '16	Dec '18	1	£2M	£2M	-
Lot Title: Painting London Leasehold Properties									
Strategic Maintenance Contract Modification Notice.									
Trades: Roofing, Painting and Decoration, Lift Servicing, Kitchens & Bathrooms, Grounds Maintenance, General building works, Gas Servicing, Electrical, Doors & Windows, Central Heating	Interserve (Facilities Management) Ltd	-	7 years	Apr '13	Mar '20	8	£27M	£5.40M	-
Lot Title: -									

Contract Title	Contractor	FW	Tenure	Start	End	Extension	Contract Value	Lot Value	Homes
Plumbing & Gas									
Servicing, Safety Check, Issue of Landlord's Gas Safety Record									
Trades: Gas Servicing, Central Heating	Aaron Services Ltd	-	5 years	Apr '13	Nov '18	3+2	£3.50M	£1.50M	9000
Lot Title: Lot 1 - Lot title: North (East Midlands & East Anglia)									
Servicing, Safety Check, Issue of Landlord's Gas Safety Record									
Trades: Gas Servicing, Central Heating	BSW Heating Ltd	-	5 years	Apr '13	Nov '18	3+2	£3.50M	£2M	11500
Lot Title: Lot 2 - South (North & South London)									
Construction									
Development - RAF Brampton - 210 Residential Apartments.									
Trades: General building works	Galliford Try Partnerships Limited	-	2 years	Feb '17	Dec '19	-	£21M	£21M	210
Lot Title: Development - RAF Brampton - 210 Residential Apartments									
Design and Construction of 125 No New Build Residential Dwellings.									
Trades: Construction	Higgins Construction Plc	-	2 years 3 mos	Jul '16	Oct '18	-	£24.37M	£24.37M	125
Lot Title: Design and Construction of 125 No New Build Residential Dwellings									
Materials									
Agreement for the Manufacture, Supply and Distribution of Materials and Performance of Services ♦ Composite Doors Inc Fire Doors.									
Trades: Doors & Windows Supplies	Nationwide Windows (UK) Limited	-	-	Feb '11	-	-	-	-	-
Lot Title: Composite Doors inc Fire Doors									
Professional services									
2013-004 Integrated Housing Management Solution.									
Trades: IT/Software	Northgate Informations Solutions UK Ltd	-	5 years	May '14	May '19	3	£1.65M	-	-
Lot Title: -									