



Genesis Housing Association

Racheal Imoru

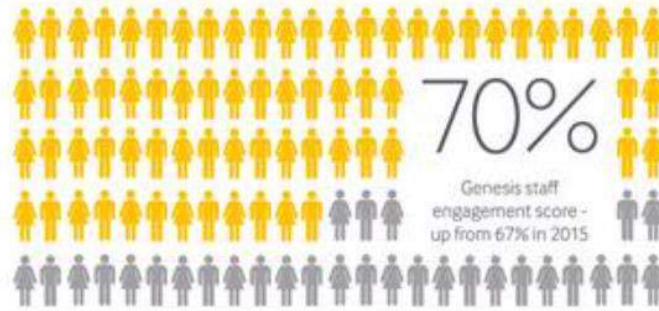
IT Infrastructure Services Manager

Genesis At A Glance



Desktop open market value of our housing stock, up from £7.2bn in 2015/16

32,081 | homes in Genesis' portfolio (down from 32,319 in 2016)



£25 million
Surplus generated in 2016/17, that will be invested in existing stock and to build much needed new homes in the communities we serve. (up from £22.5m in 2016)

1383

homes under development (as of August 2017)

£261m

of development work in progress

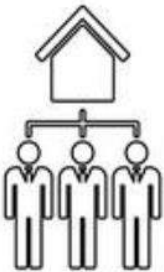


OVER 100,000

tenants and residents we provide homes for

£264.3m

TURNOVER



195

jobs secured through our employment programmes (up from 183 in 2016)

809

volunteering placements created (up from 476 in 2016)

44

apprenticeship roles in place (up from 41 in 2016)



91%

satisfaction with repairs team keeping appointments

£50.0m

repairs and maintenance spend in 2016/17 alone (up from £47.2m in 2016)

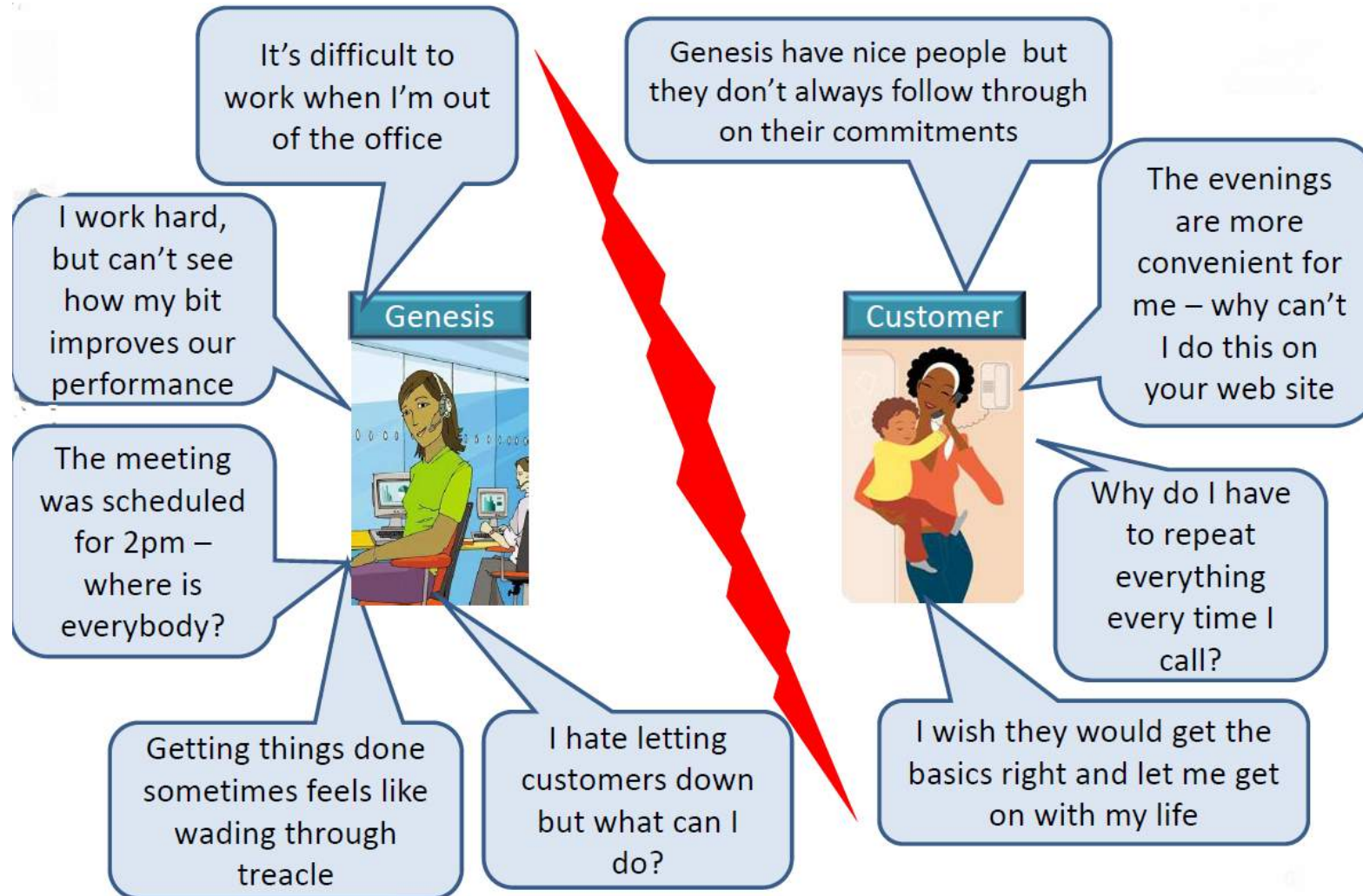
Genesis is the largest landlord in the London boroughs of Brent and Barnet, the second largest in Westminster and the third largest in Camden



Genesis in 2011

- Group of 5 different Housing Associations
- Duplication within business areas
- Office buildings were associated to old HAs
- Immobile & inflexible workforce
- Economic Challenges
 - Reduction in Government funding
 - Impact of Government initiatives
- Competition

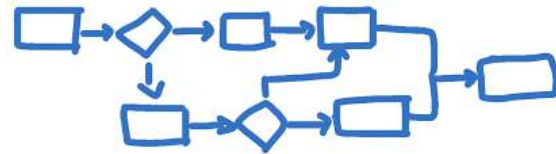
Genesis in 2011



Genesis Way Transformation Programme



- Become a modern, agile provider of housing and related services
- Deliver consistent, reliable and efficient service
- Improve customer service - increase focus on customers
- Improve efficiency – respond to challenging economic situation
- Achieve sustainable growth



- Smart Working
- Ended in 2014 realising £19million saving

Genesis Way Transformation Programme



Rationalisation of
IT Systems

Organisation
Restructure

Process Review
and Service
Transformation

Culture and
Behaviours

Customer Services
& Performance
Management

Accommodation

Accommodation

- Consolidated offices and moved into state-of-the-art new HQ
- Reduction in corporate office footprint of 27,745 sq feet
- Majority of staff working on 4:2 desk ratio
- Implemented new desk and room booking system
- Greater flexibility for employees
 - Reduction in personal expenses and travel time
- Increased collaborative working
- Improved staff efficiency
- Infrastructure for DR and BCP
- Year-on-year £1m saving

£1m
year on year
accommodation savings

-42%
desk count

desk to staff ratio

27,745 sq.ft
reduction

Reduced
personal
expenses

Reduced
Risk

Big Culture Change

- Driven from the top
- Teams working together
- Gradual rollout
- The right support for staff
- Regular staff communication & feedback



The Right Tools

- Staff equipment
- Bookable desk space
- Desk/Room booking system
- Skype for Business
- Meeting room facilities
- Flexible collaborative space



Resource Booking in Advance

File Meeting Insert Format Text Review Help Tell me what you want to do

Cancel Meeting Forward Appointment Scheduling Tracking Skype Meeting Resource Finder

Actions Show Skype Meeting Resource Center

Resource Overview

Resource	Capacity	7	8	9	10	11	12	13	14	15	16	17
Camden5th-Rio de Janeiro	4											
Camden5th-Manila	6											
Camden5th-Cape Town	8											
Camden5th-Tokyo												
<input checked="" type="checkbox"/> Camden5th-Paris												
Camden5th-Beijing												
Camden5th - (Tokyo)												
Camden5th - (Beiji												
Camden5-Asia(Bei												
Desk C5.03**												
Desk C5.04**												
Desk C5.05	1											
Desk C5.06	1											
Desk C5.07	1											
Desk C5.08	1											
Desk C5.11**	1											
Desk C5.12	1											
Desk C5.13	1											
Desk C5.14	1											
Desk C5.15	1											
Desk C5.16	1											
Desk C5.17	1											
Desk C5.18	1											
Desk C5.19	1											
Desk C5.20	1											

29-09-2017

Camden5th-Paris

To... Camden5th Paris

Subject Team Meeting

Location Camden5th-Paris

Start time Fri 29/09/2017 13:00

End time Fri 29/09/2017 14:00

All day

Resource Overview

Camden5th-Paris

Desk C5.03**

Desk C5.04**

Desk C5.05

Desk C5.06

Desk C5.07

Desk C5.08

Desk C5.11**

Desk C5.12

Desk C5.13

Desk C5.14

Desk C5.15

Desk C5.16

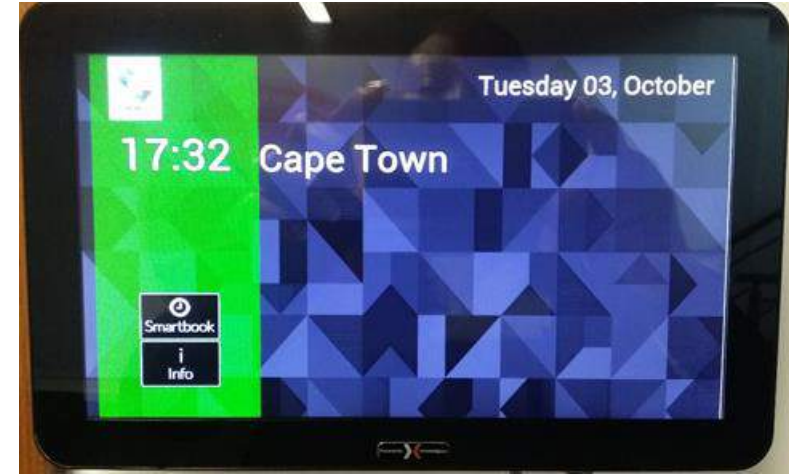
Desk C5.17

Desk C5.18

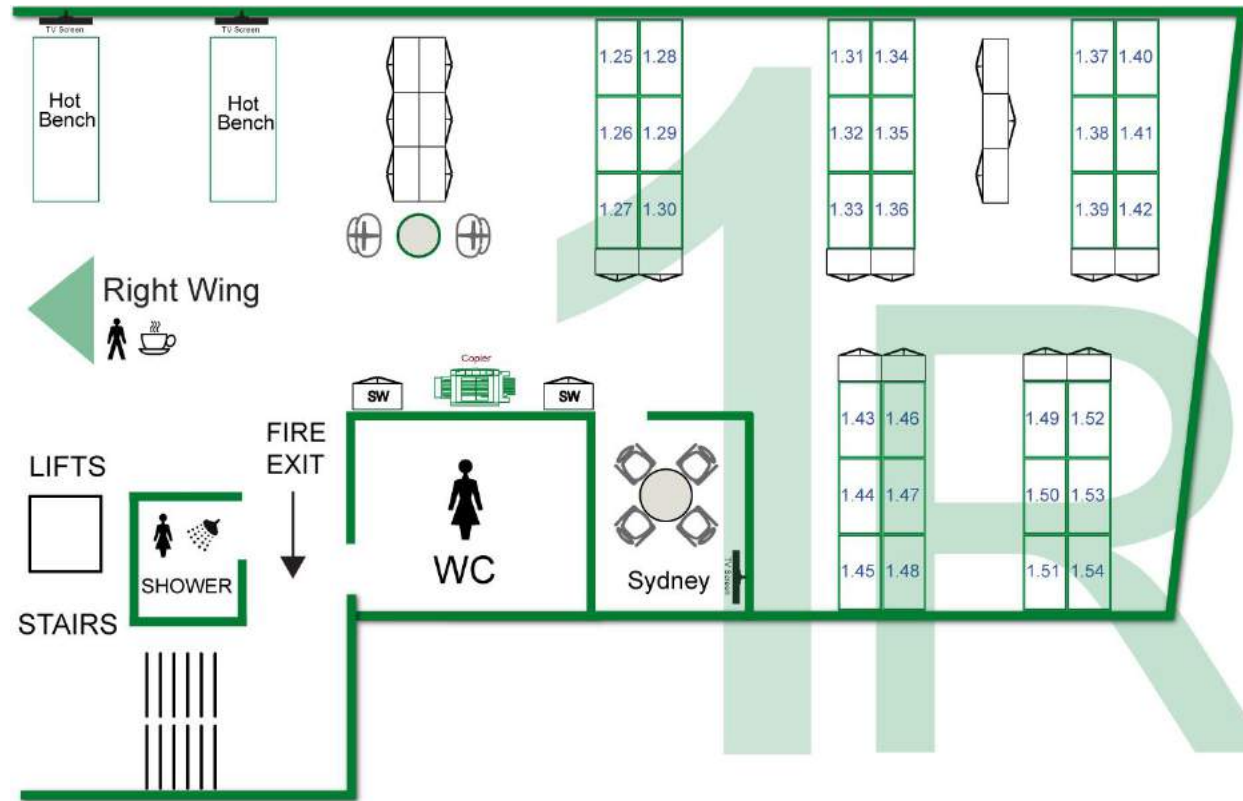
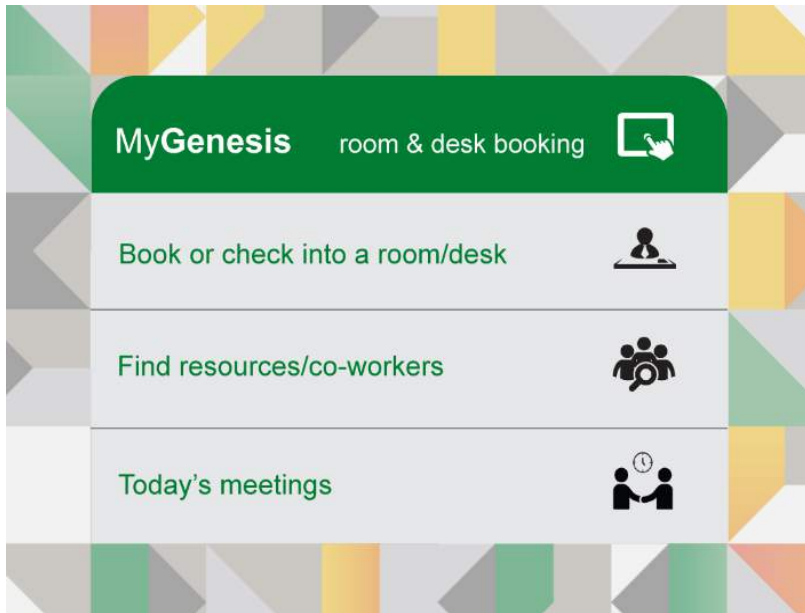
Desk C5.19

Desk C5.20

Resource Booking & Check-In on the Go



Resource Booking & Check-In on the Go



Touch to book...

- = busy
- = free

Touch to navigate...

		M
L	5	R
L	4	R
L	3	R
L	2	R
L	1	R
L	G	R

Home ▶



Continuous Improvement

- Upgrade to latest version
- Integration with Office365 Exchange Online
- Mobile rollout
- Visitor's module

Any questions?



Genesis

