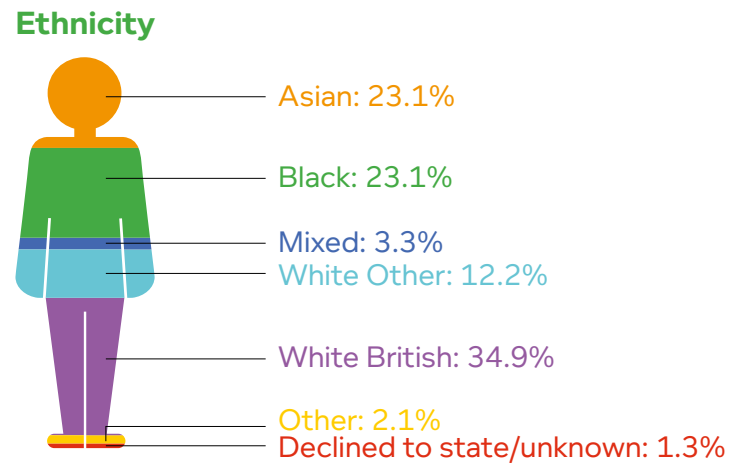
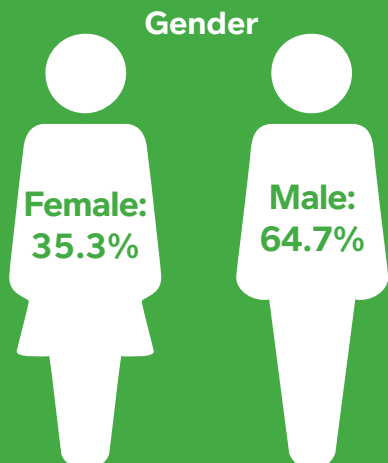
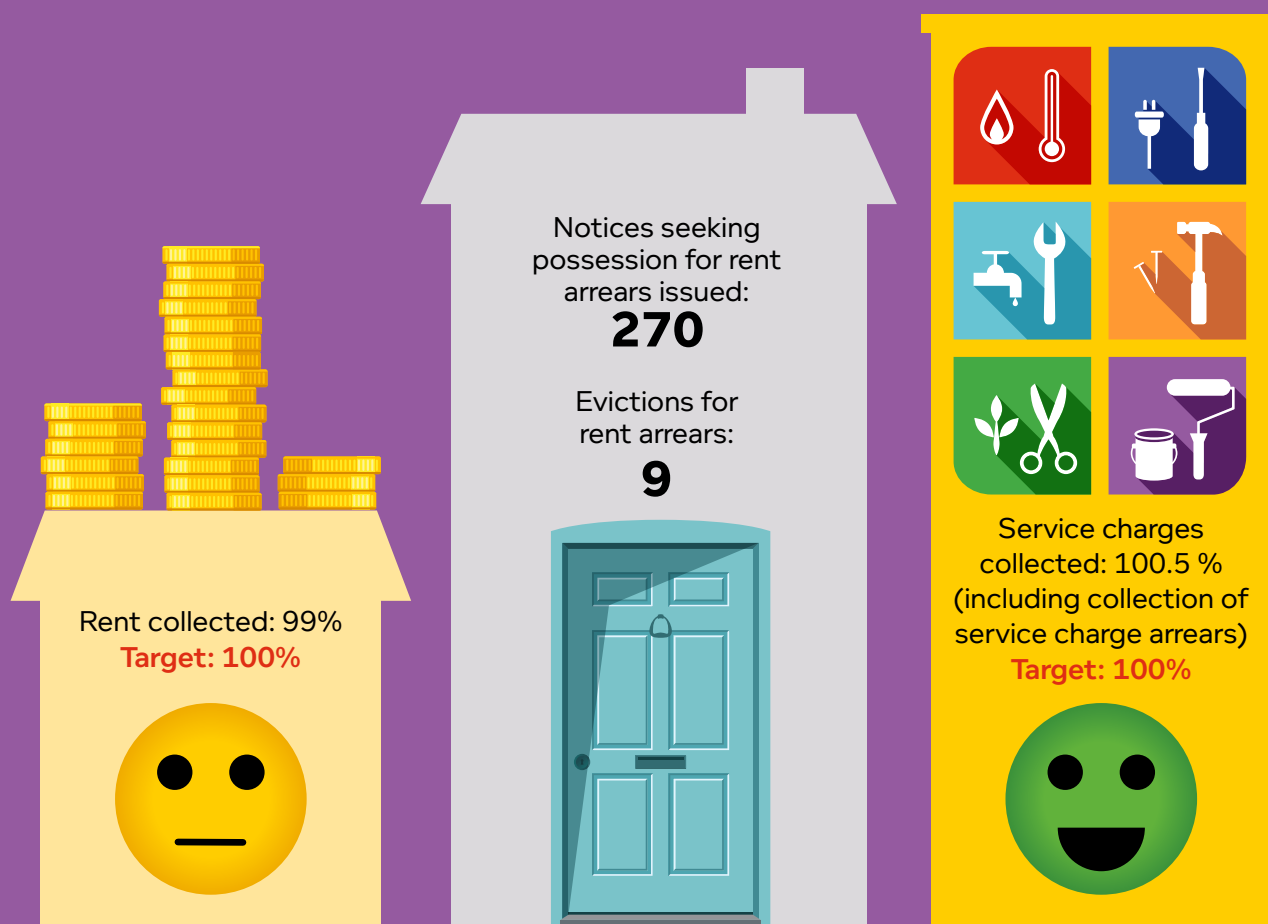


THH staff diversity



There is more information about this on our website

Rents & service charges



Tower Hamlets Homes

Annual Review

April 2017-March 2018

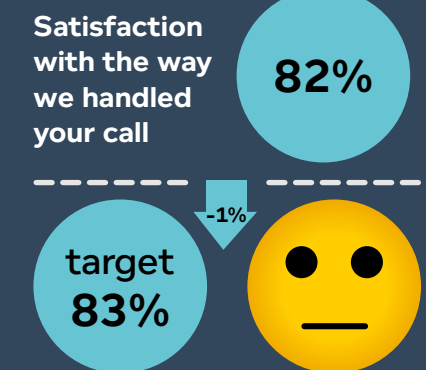
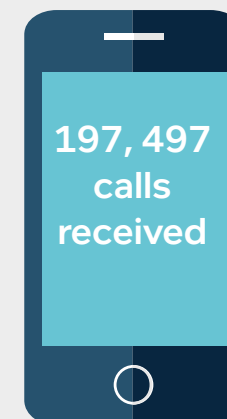
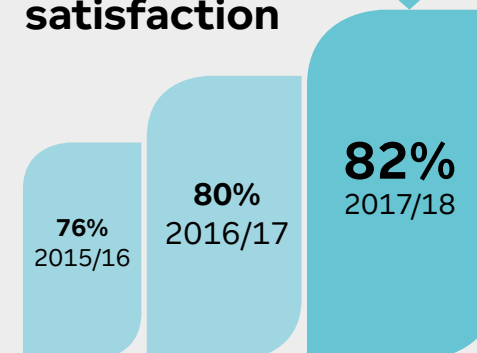
Find out how we did in our last financial year. We set ourselves targets in some areas to make sure we give you the best service possible.

If we have met a target, these symbols show if we have:

😊 met it 😐 almost met it 😞 didn't meet it

Resident involvement

Overall satisfaction



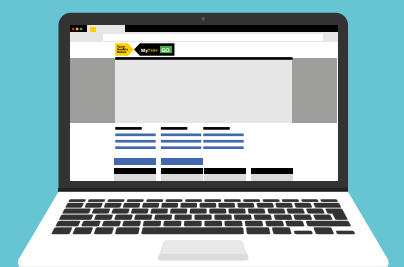
Complaints



Surveys completed:



Unique website visits:



Online service requests received 16,010

Money



Money from the Council:
£91.6m

Expenditure:	£91.6m
Major works:	£26.2m
Planned & cyclical maintenance:	£3.3m
Estate services:	£9.4m
Housing management:	£8.8m
Other direct costs:	£11.6m
Leasehold services:	£2.4m
Repairs & maintenance:	£16.7m
Fire safety:	£2m

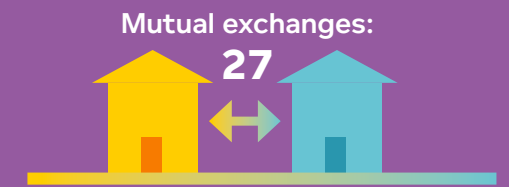
Tenancy



Total number of lettings:
520



Tenancies accepted on first offer:
73%



Average number of days to let homes:
23

Target: 24
↓ 1

Repairs



Repairs completed on time:
96.3%
Target: 98.5%



% repairs completed right first time:
86%
Target: 83%



Satisfaction with the way repairs were dealt with:
92%
Target: 93%



Neighbourhood & community



Satisfaction with caretaking:
85%
Target: 85%



Satisfaction with gardening:
89%



Number of anti-social behaviour (ASB) cases:
977

ASB cases resolved successfully:
96%
Target: 90%

