

Tower Hamlets Homes Board meeting held on Wednesday 29 September 2010 at Toby Club, Vawdrey Road E1

Decisions and discussions by the Board – what this means for residents

Chief Executive's report

The Chief Executive's report covered the effects of Connaught, who were responsible for delivering two THH Decent Homes pilots, going into administration. Although this was clearly a difficult time for the residents involved, THH and its partners acted quickly to ensure properties were made safe. The contract was transferred to a new contractor to ensure completion with minimal inconvenience to affected residents. Residents and board members were kept fully briefed and Board members had been involved in visiting residents to see for themselves how things were progressing. Feedback from residents was that they were pleased with how they were kept informed.

There was a presentation on the results of the Status Survey of tenant and leaseholder satisfaction; although there is clearly no room for complacency, we are on the right path according to the results of the survey, with tenant satisfaction up by 14 percentage points in the past two years – which is a 24% improvement. The results of the survey will help us to target our resources around resident priorities.

Preparation for Inspection

The Inspection starts in less than two months; in preparation we've submitted a self assessment document to the Audit Commission, which the Board signed off. This does not form part of the Inspection but gives the Audit Commission a picture of where we believe we are and what it is we need to do to get to where we need to be. The Board expressed their confidence that Tower Hamlets Homes is now delivering at a two-star level, the challenge is to ensure that we are demonstrating this day in, day out.

Tackling the recession locally

A key issue currently is how Tower Hamlets Homes deals with the current financial situation, both as a business and for residents. The public spending review will have an impact and planning in advance will enable THH mitigate a number of the adverse effects on residents. THH has launched its 'Money Help and Advice' programme, to support tenants and leaseholders in financial difficulty, which has already helped a significant number of residents. The Board also discussed THH's role as a local employer, and the further thinking that needs to be done about we respond to the evolving economic situation.