

**Question from Members of the Public for the Board Meeting
On Tuesday 16 March 2010**

Question	
	<p>"How does THH see itself as working in tandem with the Federation of TRAs on major issues of interest to all THH residents? We are the only independent representative organisation of both tenants and residents in the Borough, and there are no members of your Board who are there specifically to put the views of residents. This constitutes a clear democratic deficit not addressed by your plan to appoint a panel of residents that represents nobody but themselves.</p>
Answer	
	<p>Tower Hamlets Homes is committed to putting residents at the heart of everything we do. On a practical basis, this means we are putting in place a range of forums to engage with residents constructively – to ask them what they think of our services, drive improvements, and provide feedback on the success, or not, of what has changed. These forums include:</p> <ul style="list-style-type: none"> - Our residents panel: to discuss strategic issues and the organisation's overall direction - Our Neighbourhood Action Plans: to focus on local issues that often most effect resident's lives. - A range of resident working groups on specific tasks and service areas: including repairs, ASB, leaseholder services, capital investment, and customer access. <p>These forums are supported by a range of other channels and tools, such as the Getting Involved Register, our monthly customer survey, and resident events such as our fair and conference. In addition, these will be supported with a Tenants Compact and forums to reach out to customers who we hear from less – young people, those with disabilities, older people and women from BME communities.</p> <p>Tower Hamlets Homes will work in partnership with the federation of Tower Hamlets TRAs. We will hold regular meetings with our Head of Engagement and Board champion for Engagement.</p> <p>As a wholly owned company of the London Borough of Tower Hamlets, we have a clear line of accountability to the Council, as demonstrated in our Management Agreement. Our Board is constituted to run the business of the organisation, and, in common with other ALMOs, is strengthened by the diversity of its membership drawn from three constituent groups –</p> <p>It is not a representative body in the way that the question implies, nor intended to be, because as the above arrangements illustrate, we have other ways of ensuring that our decision making is properly</p>

informed by residents' views and experiences. All our board members explicitly and regularly champion and put the views residents.

Other models of housing management, such as housing co-operatives, can indeed have strengths in some situations, but it is the shared view of THH and LBTH, that the model we have is most appropriate given the management agreement we have with the Council and in particular the challenge to deliver significant service improvement in a short space of time to provide a platform for securing funding that is urgently needed.

Our strong commitment to engagement, alongside a challenging and diverse board, is the best route to improving services and the lives of all our residents who will remain at the heart of everything we do.