



Every year, we produce an annual report to show you how we've performed over the past year, as well as some of the things we have been doing.

**Everyone at Tower Hamlets Homes is committed to making a real difference for residents of the homes we manage. We have been working to put you at the heart of everything we do.**

This year, some of our work was affected by the longer-term impact of the pandemic. We saw an increase in phone calls causing longer waiting times. We also know that we have work to do to improve our repairs service and we have started that by putting new repairs contracts in place. Despite the challenges, there have been many achievements this year. These include community initiatives, managing new social homes on behalf of the council, fire and building safety work, and much more.

Many of you will know that the council has consulted on returning Tower Hamlets Homes to the council. THH remains committed to working with residents, the council and our partners and we will fully support the consultation outcome.

There are tough challenges ahead, particularly delivering the new building and fire safety agenda in line with government policy and legislation, and responding to increased scrutiny of our services by the Social Housing Regulator. That's why we have laid the foundations for a journey to improve and modernise how we work and the services we provide. This will mean we are better equipped to meet these challenges. It will also make it easier for residents to get quality services they need, when they need them.

Our achievements this year would not have been possible without the support of Tower Hamlets Council, our many partners across the borough, our dedicated staff and you – the residents.

Thank you.

**Ann Lucas – Chair of THH Board**



**We set ourselves targets in some areas to make sure we give you the best service possible.**

If we have set a target, these symbols show if we have: 😊 met it 😐 almost met it 😞 didn't meet it

# Investing in our existing homes

Every year THH spends money on maintaining and making homes safer. Better Neighbourhoods is our **£160m** five-year investment programme which began in 2018 and runs until 2023. The programme includes:

- Fire safety and other building safety works
- Improving insulation
- Flat roof renewals
- Estate works including drainage, playgrounds, lighting and signage



**89%**  
satisfaction with major works  
Target: 85%  4% 







## Repairs

In 2021-22 we spent **£18.7m** on repairs and maintenance. We completed **72,897** repairs.

**95%**  
responsive repairs completed on time  
Target: 96%  
 1% 

**89%**  
responsive repairs completed right first time  
Target: 85%  
 4% 

**79%**  
satisfaction with the way repairs were dealt with  
Target: 83%  
 4% 

**88%**  
communal repairs completed right first time  
Target: 85%  
 3% 



### How we compare – repairs completed in target time

THCH	98.5%
Poplar HARCA	97.3%
Spitalfields	96.1%
<b>THH</b>	<b>95.5%</b>
One Housing	91.0%
Providence Row	90.1%
Swan	88.9%
Peabody	88.9%
L&Q	85.0%
Clarion	80.1%

## This year we awarded new repairs contracts.

Contract	Successful supplier	Contract started
Mechanical & Electrical	OCO Ltd	Feb 22
Fire Prevention	Alphatrack Systems Ltd	Feb 22
Domestic gas	K & T Heating Services Ltd	Apr 22
Door entry/tv aerials/CCTV	ABCA Systems Ltd	Apr 22
General Build	Mears Group Plc	July 22
Passenger lifts	Professional Lift Services Ltd	Sep 22
Mobility lifts	Lift & Engineering Services Ltd	Sep 22



### Replacing one large contract with several specialist ones should provide:

- ✓ More expertise and a greater spread of suppliers
- ✓ Closer contract management including financial penalties for poor performance



### Did you know?

There is now an additional evening appointment slot (6-8pm) for all repair contracts except Fire Prevention.

Monday - Friday: **Morning:** 8am-10.30am **Midday:** 10.30am-2.30pm  
**Afternoon:** 2.30pm-6pm **Evening:** 6pm-8pm

## Keeping you safe

Fire safety is a top priority. In 2021 we spent £800,000 on fire safety works which involved upgrading flat and communal fire doors. Our Fire Safety Team also carried out visits to over 5,500 homes to check their safety and give advice.

**£800,000**

spent on fire safety works in 2021

**5,500+**

homes visited for fire safety checks and advice



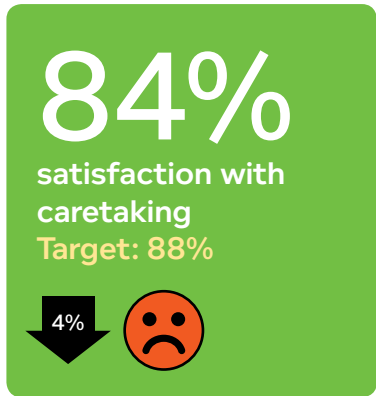
**Tower Hamlets Homes**

### Compliance with health & safety obligations:

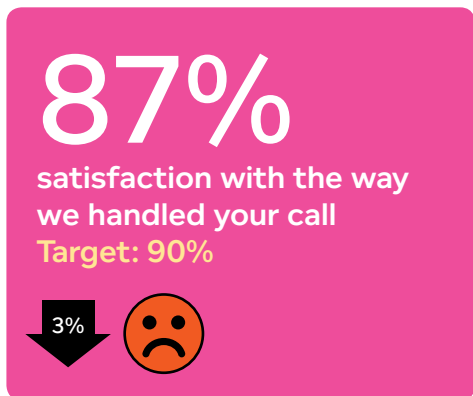
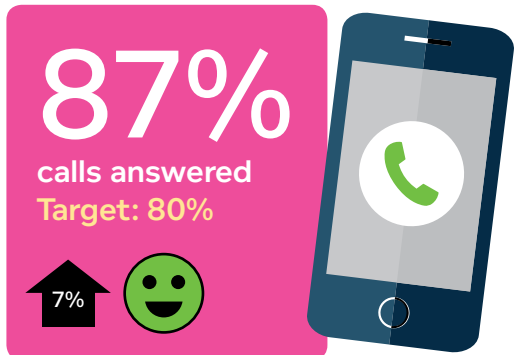
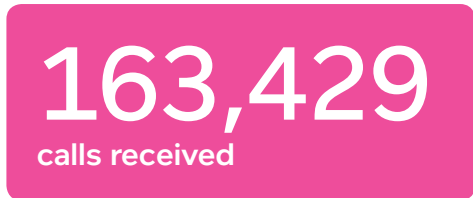
- Gas safety checks 100%
- Fire safety checks 100%
- Asbestos checks 100%
- Water safety checks 100%
- Lift safety checks 100%

**100% COMPLIANT**

## Environmental Services



## Call answering



## Rent and service charges

Our financial inclusion and tenancy support officers work with residents to prevent debt. We are here to help.



### How we compare – rent collected

L&Q	107%
Spitalfields	106%
Swan	101%
Peabody	101%
Poplar HARCA	100.7%
<b>THH</b>	<b>100.4%</b>
One Housing	100.2%
Providence Row	100%
Clarion	99.3%
THCH	98%

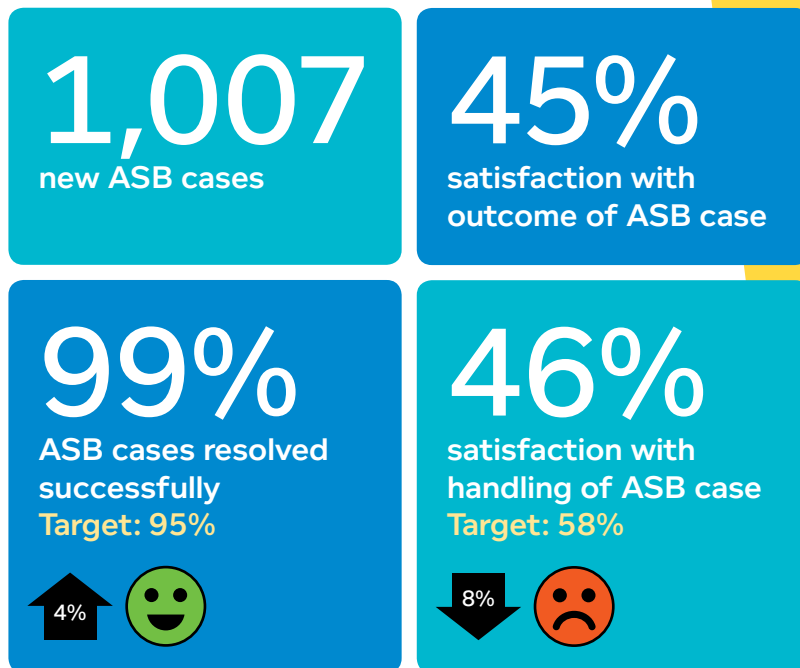


### Cost of living

If you are struggling to make rent or service charge payments please contact us for advice and support: **020 7364 5015**

## Anti-social behaviour

Anti-social behaviour (ASB) is a key concern for residents. THH works with the police, the council and Parkguard (a security service) to deliver support, information sharing and enforcement. This includes providing security patrols on our estates to improve safety and reduce ASB. The patrols have interrupted and detected criminal activity deterring offenders and identifying unreported issues.



### ASB actions

Premises closed	2
Injunctions	20
Breach of injunction	27
Evictions	3
Warnings	1,700
ASB warning intervention visit	19
Court undertaking given	1



In 2021-22 the ASB service was recognised as **Team of the Year** in the Housing Heroes Awards

## Domestic Abuse

We believe everyone has the right to live free from domestic abuse and violence. We take all reports of domestic abuse seriously and work with specialist services to support those affected.

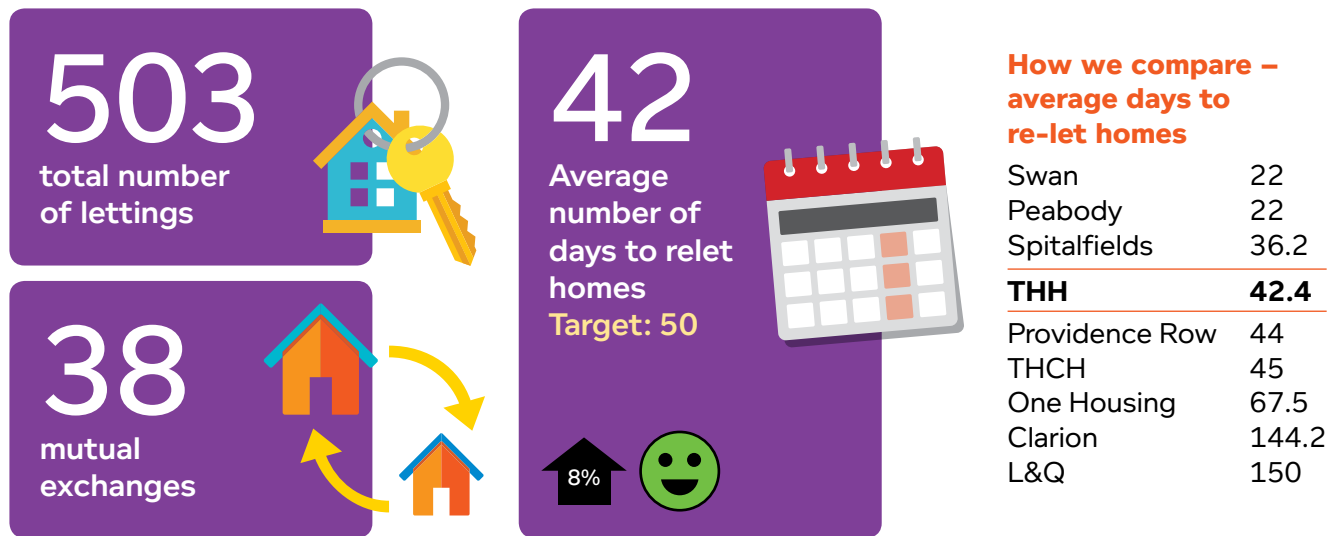
**17**

referrals of domestic abuse to THH in the year and a caseload of 40 cases in that time frame.

**KNOW**  
you're not alone

# Tenancy

In 2021-22 there were 503 lettings almost half of which were accepted on the first offer. The average time to relet homes was 42 days against a target of 50 days. This was longer than usual due to a backlog that built up during Covid lockdowns. There were also 38 mutual exchanges in the year.



# Housing Fraud

There were 27 successful fraud cases in the year – 20 homes were recovered from unauthorised occupants, four fraudulent Right to Buy cases were stopped and there were three convictions.



# Resident Engagement

Resident engagement is crucial to THH, actively influencing and shaping our direction. Our Residents’ Panel scrutinises how we deliver our services. Joint away days of the panel and board members are part of our commitment to joint working.

In 2021-22 the panel scrutinised Environmental Services, the Housing Service Centre and Capital Delivery. In addition, we organised a scrutiny best practice workshop in November 2021. The Panel was also consulted on the asset management strategy and provided feedback on the refresh of the THH website.

## Did you know?

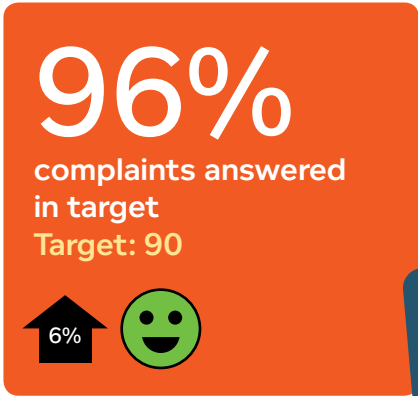
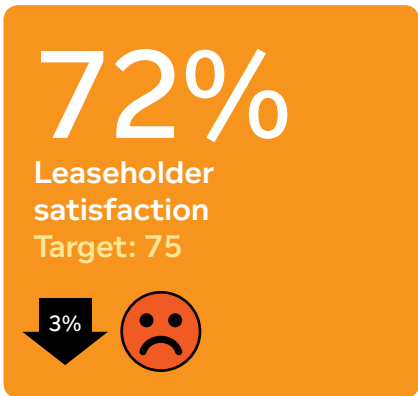
Tower Hamlets is the sixteenth most diverse local authority in the country, and of our residents:



- Over half are from BAME communities.
- Almost 21% are recorded as vulnerable.
- Almost one in five is aged 65 or older.
- 11% report having one or more disabilities.
- In 2021 THH secured Diversity Network Accreditation from the Housing Diversity Network.

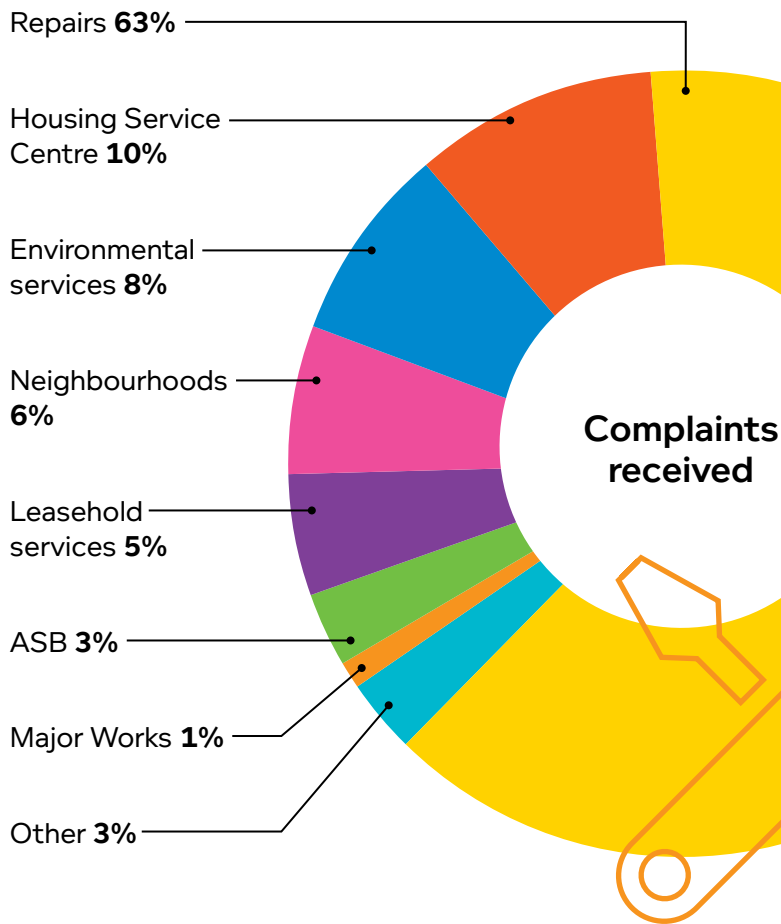
# Resident Feedback

We welcome all forms of feedback from residents and use it to try and drive improved services.



**How we compare –  
 – complaints responded  
 to in target**

Swan	100%
Spitalfields	100%
Peabody	100%
Poplar HARCA	98.4%
<b>THH</b>	<b>96.2%</b>
L&Q	87%
Providence Row	86%
One Housing	70.9%
THCH	66%
Clarion	33.0%



# Addressing your priorities

## What you told us

There were delays in fixing **leaks** and carrying out follow-on work.

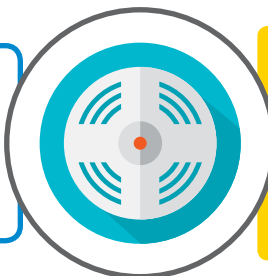


## What we did

We simplified the claim form and guidance, and claims are being monitored and managed closely.

## What you told us

We were damaging decorations when installing **smoke alarms**.



## What we did

Switched from installing hard-wired alarms to battery-operated smoke alarms or heat sensors.

## What you told us

The standard of **caretaking** had gone down.

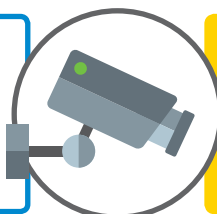


## What we did

- More monitoring of staff and formal action taken if necessary
- More resources for out of hours cleaning
- Planned summer improvement work: deep cleaning; sealing the surface of communal staircases; weed spraying; jet washing, small painting jobs

## What you told us

We were giving inconsistent advice on **CCTV**.



## What we did

Produced a guide on domestic surveillance systems.

## What you told us

There were delays processing **parking** applications.



## What we did

- Trained more staff to process applications and added the function of emailing applicants back direct
- Continued the roll-out of Traffic Management Orders to enable effective parking enforcement.



## Did you know?

You can contact the Housing Ombudsman directly if you are not happy with any aspect of our service:

E-mail: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Online complaint form at: [housing-ombudsman.org.uk](https://www.housing-ombudsman.org.uk)



## Investing in our communities

Our community investment strategy has four themes:

- Create safer neighbourhoods
- Increase financial resilience
- Enhance health and wellbeing
- Build resilient and cohesive communities

We work with a range of community groups and partners to deliver a broad package of programmes, including:

- Summer youth programme
- ASB diversionary projects
- Financial Health Centre (a one-stop shop offering free, confidential, and independent services to residents)
- Employability training
- Community events
- Community food gardens
- Reducing Loneliness project
- Resident training programme
- Funding social activities and environmental projects
- Supporting Tenants and Residents Associations
- Promoting activities and raising awareness for clubs and groups
- Partnering with Tower Hamlets Council programmes
- Promoting job fairs
- Hosting support group



8,216

residents took part in projects/activities in 2021-22

3,936

residents reported a positive outcome e.g. they completed a training programme, secured employment or had a positive experience.

In 2021 THH secured **Diversity Network Accreditation** from the Housing Diversity Network

## Income and expenditure

THH is a not-for-profit company set up in 2008 to deliver high-quality housing services for residents living in **21,500 homes**. Our income from the council in 2021/22 was £92.7m; this included our management fee of £32.6m.

### Expenditure £92.7m

