

Annual report for tenants and leaseholders

This report covers Tower Hamlets Homes' performance between April 2022 and March 2023, although your housing management services are now provided direct by the council.



Which plastics can I recycle?

**Rinse it
before you
recycle it!**



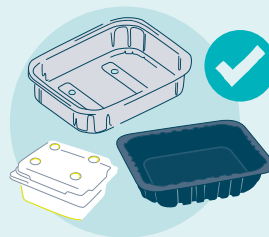
Yes, please!



Tubs (e.g. butter or ice cream)



Pots (e.g. yoghurt)

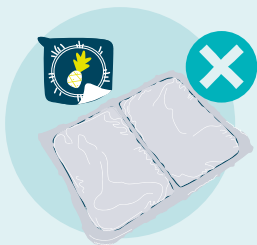


Trays (e.g. food or fruit punnets)



Bottles and caps (e.g. shampoo or cleaning products)

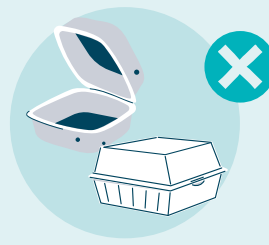
No, thanks!



Film from pots or trays



Crisp bags or sweet wrappers



Polystyrene



Carrier bags or wrapping film

Message from the mayor

I am delighted that on 1 November 2023 we completed the transfer of Tower Hamlets Homes (THH) to the Council. Council and THH colleagues have worked incredibly hard to achieve this milestone.

Residents are at the heart of the new service. I fully appreciate the invaluable insight and experience you bring, so we will be working more closely with you to improve standards and give you a greater say in decisions about your homes and neighbourhoods.

As such, I am pleased to invite you to be part of *Tenants' Voice* – a new group that gives you the opportunity to shape, influence and steer the services that matter most for you and your council home. If you want to join *Tenants' Voice*, please email talk.housingmanagement@towerhamlets.gov.uk by 15 January 2024.

The aim of bringing THH into the council has always been to achieve a stronger resident voice, more accountability, and joined-up services that support residents.

I know that many council residents are at the sharp end of the cost-of-living crisis and the impact this has on people's lives. We're doing everything we can to support you during this difficult time. Joining up council and housing services will improve them at the time when they are most needed. You can find out a more about [cost-of-living support on our website](#).

Consolidating our services means that we will be more accountable, deepening ties with the local community. We'll use that status to increase our social impact, whether that is building new homes for families in housing need or investing in the health, wealth and wellbeing of our residents.

As always, our work starts with getting the basics, like repairs, right. But it will also mean modernising and improving how we interact with you. I'm looking forward to working alongside residents and colleagues to make Tower Hamlets council housing a resounding success.

Tower Hamlets Council is now responsible for managing and maintaining all council homes. This includes repairs, maintenance, improvements, caretaking, gardening, and rent and service charge collections.

However, residents should continue to request repairs and contact housing management services as they do now, using the same phone number, email addresses and online services that they currently use. There will not be any changes to your tenants and leaseholders' rights and there is no action you need to take.

Lutfur Rahman, Executive Mayor of Tower Hamlets

About our homes

Tenure

Tenanted	11,486
Leasehold	9,942

Property type (Tenanted)

Flat	7,883
Maisonette	2,824
House/Bungalow	779

Total 11,486

Number of bedrooms (tenanted)

0	673
1	3,168
2	4,493
3	2,546
4	521
5	72
6	9
7	4

Total 11,486

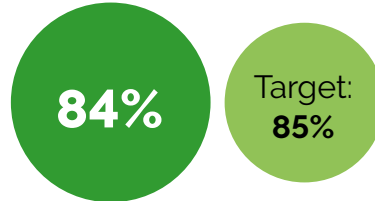


Repairs

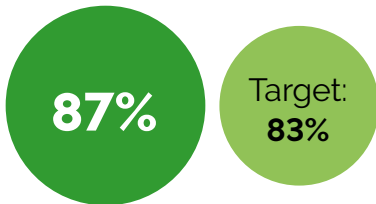
Responsive repairs completed on time



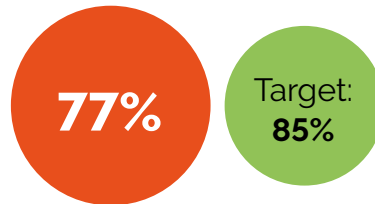
Responsive repairs completed right first time



Satisfaction with the way repairs were dealt with

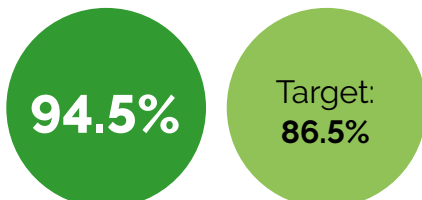


Communal repairs completed right first time



Major works

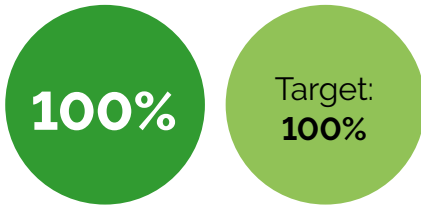
Satisfaction with major works



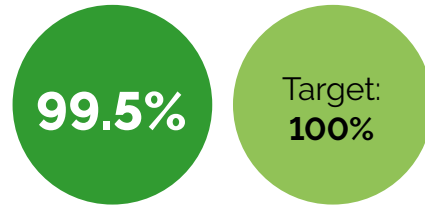


Compliance with health and safety obligations

Valid gas safety certificate



Up-to-date Fire Risk Assessments



How we compare

Organisation	Emergency repairs in target %
Redbridge Council	98.84
Haringey Council	98
Harrow Council	95
Royal Borough of Kingston upon Thames	95
Southwark Council	94.96
Tower Hamlets Homes	93
Havering Council	92.34
Hammersmith and Fulham Council	92.3
Hackney Council	56.6
Lewisham Homes	33.4

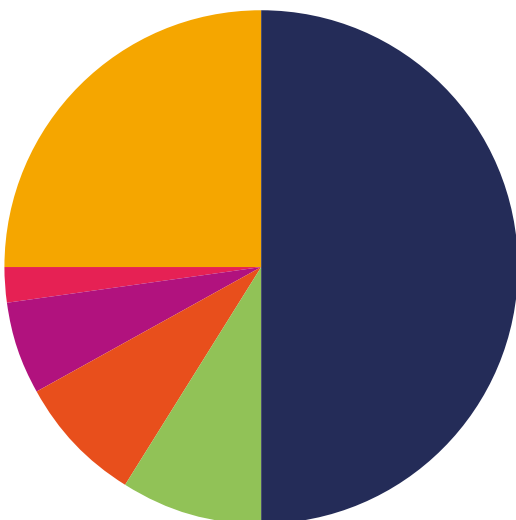
Organisation	Non-emergency repairs in target %
Hackney Council	91.18
Harrow Council	88.7
Southwark Council	88.66
Havering Council	85.93
Tower Hamlets Homes	84.8
Royal Borough of Kingston upon Thames	77.77
Haringey Council	74.36
Lewisham Homes	58.7
Hammersmith and Fulham Council	56.9



Resident involvement

Overall satisfaction	
Tenant satisfaction	80%
Leasehold satisfaction	68%
Calls received	167,524
Calls answered	74%
Satisfaction with the way we handled your call	91%
Satisfaction with being kept informed	79%
Satisfaction with views being taken into account	65%

Complaints	
Complaints received	1,647
Complaints answered in target	95%
Complaints upheld	8%



Top five complaints

- Repairs - 50%
- HSC including parking - 9%
- Environmental services - 8%
- Neighbourhoods - 6%
- ASB - 2%
- Other - 25%



Satisfaction surveys completed
13,346



MyTHH registrations
11,772



You said, we did

You said

What you told us

Long wait times/getting disconnected on the phones

Poor parking enforcement

Estate cleaning not to acceptable standard

Poor ASB case management

Delays in resolving leaks

Refuse teams not returning bins

Lack of communication by Neighbourhood staff on complaints

We did

What we did



Improved call answering by ensuring softphones work and repair chases ups have dedicated line



Faster implementation of Traffic Management Orders



British Institute Cleaning Science (BICS) standard training for caretakers



More permanent staff recruited



Mears to introduce a complex leaks team



Caretakers to check bin areas daily



When a patch is vacant 'live' complaints to be re-allocated to another officer



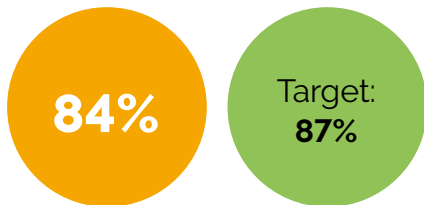
How we compare

Organisation	Complaints responded to in target %
Tower Hamlets Homes	94.6
Harrow Council	91.1
Hillingdon Council	83
Hammersmith and Fulham Council	74.7
Havering Council	73.6
Redbridge Council	61.1
Southwark Council	49.6
Hackney Council	45.1

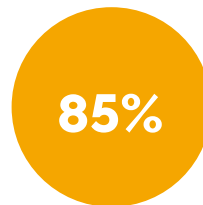


Neighbourhoods and communities

Satisfaction with caretaking



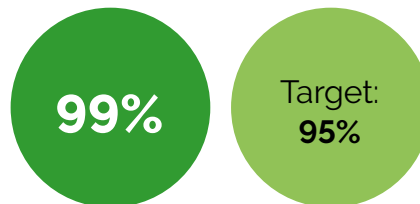
Satisfaction with gardening



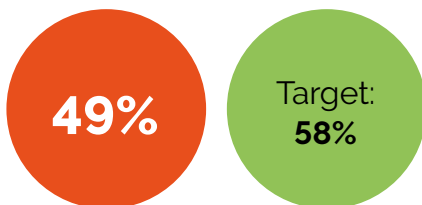
No of new ASB cases



ASB cases successfully resolved



Satisfaction with handling of ASB case



Satisfaction with outcome of ASB case



ASB actions	Total in 2022/23
perpetrator warnings	1,179
ASB warnings	1,046
breach of tenancy warnings	114
injunctions	6
breach of injunction	19
safeguarding referrals	37
offensive weapons seized	46
arrests	293
evictions	2



How we compare

Organisation	Cases of ASB/1000 properties
Harrow Council	15.07
Royal Borough of Kingston upon Thames	18.02
Hammersmith and Fulham Council	33.44
Hillingdon Council	39.22
Lewisham Homes	43.9
Westminster City Council	56.36
Haringey Council	64.33
Hackney Council	66.33
Havering Council	71.04
Tower Hamlets Homes	100.74

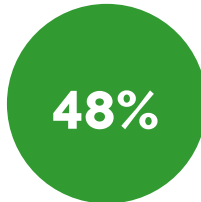


Tenancy

Total no. of lettings



Tenancies accepted on first offer



Average number of days to let homes



Mutual exchanges



Successful fraud cases



* 20 in borough, 11 underoccupiers and 6 overcrowded
 ** 18 unauthorised recovered, 8 fraudulent RTBs + 1 conviction



How we compare

Organisation	Reletting time (days)
Tower Hamlets Homes	20.3
Redbridge Council	22.94
Lewisham Homes	41
Havering Council	42.54
Hillingdon Council	49.1
Royal Borough of Kingston upon Thames	54.67
Harrow Council	69.5
Southwark Council	91.39
Hackney Council	122.8
Westminster City Council	123.5
Haringey Council	132.5

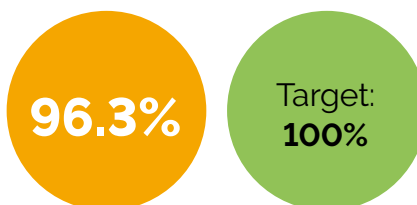


Rents and service charges

Rent collected



Service charge collected



Notices seeking possession for rent arrears issued



Evictions for rent arrears



How we compare

Organisation	Percentage of rent collected
Harrow Council	100.68
Havering Council	100.34
Royal Borough of Kingston upon Thames	100.1
Westminster City Council	99.26
Tower Hamlets Homes	99.24
Southwark Council	98.04
Hillingdon Council	97.83
Lewisham Homes	97.79
Haringey Council	97.73
Hackney Council	96.74



Income and expenditure

Income from the council (including management fee £35.3m)	£97.4m
Expenditure	£94m
major works	£20.3m
planned & cyclical maintenance	£0.1m
estate services	£14.2m
housing management	£9.6m
other direct costs	£14.1m
leasehold services	£2.9m
overheads	£10.4m
repairs & maintenance	£19.7m
procurement	£0.3m
fire safety	£2.4m

Repairs and maintenance budget

We spent almost £20 million on repairs and maintenance, £1,715 for each of our properties. This does not include money spent on major works.

Fire and building safety

The council has to balance the need to build new homes with repairing and improving existing ones at the same time as making sure our buildings are safe and the risk of fire is minimised.

We are carrying out external wall surveys, fitting new fire-resistant front doors and have set up a team of Building Safety Officers to focus on the safety of our tall buildings. You can help by keeping communal areas obstruction-free and following the guidance on the use of e-bikes and e-scooters.

Damp and mould

The tragic death of two-year old, Awaab Ishak, from a severe respiratory condition caused by mould in his flat in Rochdale shook the social housing sector.

In response the council is :

- Urgently reviewing reported cases of mould and damp
- Reviewing mould and damp processes
- Carrying out a gap analysis against the Housing Ombudsman's Spotlight report
- Considering how best to respond to the government's recently announced 'Awaab's Law' which will set timescales for addressing reports of damp and mould



Consider protecting your home contents and belongings with home contents insurance

The council has teamed up with Thistle Tenant Risks, who provide the Crystal Insurance Scheme to offer our tenants and leaseholders the facility to insure their home contents and belongings. The Council is not responsible for your home contents and belongings.

It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

The Crystal Insurance Scheme can offer you insurance for the contents of your home including cover for items such as clothes, furniture, TV's, carpets, and jewellery. The Scheme covers your home contents against, fire, theft, flood, water damage and more.

Limits and exclusions apply, a full policy wording is available on request.

Key benefits of the Crystal Scheme Insurance:

- All tenants and leaseholders are eligible to apply
- Low Sums insured available – so you aren't paying for cover you don't need
- Flexible payment methods, including fortnightly or monthly using a swipecard, monthly by direct debit or annually (fortnightly and monthly premiums include a transaction charge).
- There is no excess to pay if you make a claim
- Optional extensions such as personal possessions (cover for items away from the home), are available for an additional premium.

To find out more about the **Crystal Insurance Scheme**, call **Thistle Insurance Services** on **0345 450 7286** or visit **www.crystal-insurance.co.uk**, where you can request a call back .

Are you safely charging your e-bike or e-scooter?

Prevent fires, read London Fire Brigade's
#ChargeSafe advice today.

www.towerhamlets.gov.uk/chargesafe

#ChargeSafe

