

## **Residents' Panel Meeting**

Tuesday 12<sup>th</sup> September 2023

6pm – 8pm

Hybrid Meeting

### **Agenda**

1. Welcome and introduction	Chair	5min
2. Minutes from previous meeting	Chair	10min
3. Future of resident engagement	Nicola Klinger	15min
4. Update from THH Board	Ann Lucas	10min
5. Complaints update	Mohammed Baksh	10min
6. Performance update	Lesley Owen	10min
7. Repairs update/ Q&A	Hillary Howie	20min
8. AOB	ALL	10min

Date of next meeting: Tuesday 21<sup>st</sup> November 2023, 6pm - 8pm

**Minutes and Actions**

**Attendees**

<b>Members</b>	<b>Role</b>
Daniele Lamarche (DL)	Leaseholder
Saleha Jafrin (SJ)	Leaseholder
Gibran Afzal (GA)	Tenant
<b>Observer</b>	
Garry Harper	Tenant
<b>THH</b>	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
<b>Staff</b>	
Lesley Owen (LO)	Business Development and Improvement Manager
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer

<b>Actions</b>	<b>Action Owner</b>		<b>Status/ Date</b>
1- Review whether a satisfaction measure on parking service can be included as part of the monitoring regime.	LO		
2- Review recommendations from the telecommunication – phone mast sub- group meeting. Also, organise a follow up meeting with the sub- group members.	NH		

<b>Item No</b>	<b>Description</b>	<b>Action</b>	<b>Status/ Date</b>
<b>1.</b>	<b>Introduction and Welcome</b>		
1.1	Apologies was received from Chris Weavers, Amina Rahman, Yasmin Begum, Sahra Mire and Gulam Hussain		

<b>2.</b>	<b>Minutes of the previous meeting and matters arising</b>		
2.1	In the absence of Chris Weavers and one panel member in attendance at the start of the meeting, NH Chaired the meeting.		
2.2	GA agreed minutes and actions from the previous meeting. Other panel members were not present during this part of the agenda item.		

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<b>3.</b>	<b>Building Safety update</b>		
3.1	DC provided the context for the building safety agenda. This work is driven by the Building Safety Act, which requires landlords who own buildings over 18 metres to ensure a set of safety measures are undertaken. THH is required to evidence the safety of its buildings over the next five years.		
3.2	DC highlighted key areas of work as outlined in the 'Update on Building Safety preparations' report; DC stated this report is updated and presented at senior management meetings. This includes information on: <ul style="list-style-type: none"> <li>- the schedule for works on different buildings</li> <li>- surveys of external walls, type four Fire Risk Assessments</li> <li>- structural risk assessment and cloud surveys</li> <li>- update on key actions, e.g. recruitment of new staff</li> </ul>		

<b>4.</b>	<b>THH Board update</b>		
4.1	AL provided the following board update: <ul style="list-style-type: none"> <li>- the Board has not meet since previous Panel meeting</li> <li>- discussions have been taking place with lawyers in relation to the transition to LBTH. Subsequently, a termination agreement has been drafted which will go to LBTH</li> <li>- Board will meet this week and the Panel's annual report (2022-23) will be presented</li> <li>- the Board will also be reviewing the future of resident engagement model, the joint steering group between LBTH and THH have been working on this. AL explained proposed options.</li> <li>- Board will also discuss preparations for complying with the Regulator's requirements, this includes building/fire safety work</li> <li>- a six week staff TUPE consultation will take place as part of the transition to LBTH</li> </ul>		

<b>5.</b>	<b>Performance</b>		
5.1	LO explained that the new national Tenant Satisfaction Measures (TSM) are now in place. The introduction of these have resulted in THH omitting some of its local TSM measures. As the procurement for the new satisfaction survey contract was completed in May 2023, the surveys have commenced very recently, thus there is little to report against for this meeting.		
5.2	<b>Table 1: Status June 2023 – all indicators</b>		

Trend	Red	Amber	Green	All
No. of indicators: June 23	6 67%	1 11%	2 22%	9 100%

**Table 2: Direction of Travel from May 2023 – monthly indicators**

Trend	Weakened	No change	Improved	All
No. of indicators: June 23	2 25%	0	6 75%	8 100%

**Table 3: Direction of Travel from June 2022 – all indicators**

Trend	Weakened	No change	Improved	All
No. of indicators: June 23	6 67%	0	3 33%	9 100%

5.3 DL stressed that THH should include an indicator around parking and emphasised that this was raised on previous occasions but there has been no progression. LO explained that as we already recognise dissatisfaction with the parking service, a satisfaction indicator on this would not add value nor a core housing management issue. However, DL maintained the need for this and emphasised that previously Panel was informed it was an issue to do with the wording which caused a problem. Thus, it was agreed this will be looked at again.

**ACTION: Review whether a satisfaction measure on parking service can be included as part of the performance monitoring regime.**

6.	AOB
6.1	<p>DL raised the accuracy of the report from the phone mast – telecommunication sub – group meeting. DL felt the recommendations within the report is inaccurate. DL feels it is the responsibility of THH/LBTH to inform residents when telecommunication providers erect phone masts on buildings. However, NH felt the recommendations were correct within the report and will review this with officers who were present at that meeting.</p> <p>DL also requested a further meeting with relevant officers from THH and LBTH.</p>

	<b>ACTION: Review recommendations from the telecommunication – phone mast sub group meeting. Also, organise a follow up meeting with the sub-group members.</b>		
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<b>7.</b>	<b>Date of next meeting</b>		
7.1	Tuesday 12 <sup>th</sup> September 2023, 6pm -8pm		

# **Q1 Complaints (2023/2024)**

## **Performance & Trends**

**Mohammed Baksh**, Interim Customer Relations  
Manager



September 2023

# Performance

Period	10 day Internal Target (THH)		
	Stage 1 (90%)		
22/23 - Total	1558/1647	95.00%	🟢
23/24 - Q1	447/485	92.00%	🟢
23/23 YTD	447/485	92.00%	🟢

- Performance for responding to Complaints were met within target and remained strong
- Performance at LBTH has continued to dip due to team restructure and staff shortages due to staff sickness
- CRT delivered a session on the Ombudsman complaint handling code to the ASB team in July to raise awareness of recent complaint handling failure orders for delays in sending responses. Positive feedback received, with similar sessions to be run with other service
- Recent upgrades to iCasework has allowed CRT to intensify its auditing and processing escalations requests quicker
- Managers are being asked to continue to robustly performance manage case handlers phoning complainants within 48 hours to improve performance. Compliance 75% for Q1 🟢
- As of May 2023, bespoke reports are being sent out to the service areas by CRT, identifying repeated non-compliance and enabling managers to pursue appropriate action to remedy this

Period	Query (90%)			Stage 1 (95%)						Stage 2 (90%)			Mayor & Members Enquiries (90%)		
2022/23 TOTAL (YTD)	822/871	94%	🟢	1674/1680	99.60%	🟢	198/317	62%	🔴	1361/1569	86.70%	🔴			
2023/24 Q1	82/95	86%	🔴	479/485	98.80%	🟢	9/81	11%	🔴	355/403	88.10%	🔴			
2023/24 TOTAL (YTD)	82/95	86%	🔴	479/485	98.80%	🟢	9/81	11%	🔴	355/403	88.10%	🔴			

# Causes for complaints & Escalations

- **66%** of Stage one complaints received in Q1 (318/485) and **79%** of Stage Two complaints received during the same period (64/81) related to repairs (Repairs General Build/Mears). This often related to:
  - Leaks management – delays in identifying source, taking enforcement action where required, agreeing the scope of the repairs and around the level of compensation offered
  - Delays in resolving window repairs V replacement – ongoing issue
  - Heating and hot water issues
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- Complaint Handling -Poor communication and failing to keep residents updated when appointments were cancelled or updating on follow on works.
  - Reduced standard of the cleaning provided by Environmental Services
  - Failure to address ASB issues, namely noise nuisance and CCTV infringing privacy
  - Delays in processing key fobs and resolving door entry problems
  - Escalation of major repair costs and our failure to communicate this in a timely manner to residents



## Top Causes for complaints & Escalations

Type of complaint	Number of cases
Leaks	62: Plumbing (27), from leasehold property (11), roof/guttering (20), Drainage (3), Brickwork/pointing (1)
Glazing/windows	28
Damp/Mould/Condensation	20
Carpentry	11
Door Entry/Fobs	11
Electrical	10
Plumbing (not leaks)	10
Communal heating	8
Plastering	7
Communal water tanks	1

**Complaint Handling** - Poor communication and failing to keep residents updated when appointments were cancelled or updating on follow on works. Failure to complete corrective actions and to do's within time scales/ agree further remediation with resident at the point of seeking an escalation in line with protocols

# Lessons Learnt/service improvements identified

## Repairs

Service failures	Service Improvements identified
Delays resolving both Communal heating (water tank issue) and domestic gas boilers, compounded by the mobilisation of all the new contracts and various service providers taking time to get up to speed.	Issues continue to be resolved via the new contract governance management which is in place
Delays in windows/glazing works due to backlogs in glazing	Mears and subcontractors to continue to work hard on communications, to update customers particularly when there are delays
Delays in resolving Leaks, due to delays in identifying source of leaks, addressing access issues, keeping residents updated	<ul style="list-style-type: none"> <li>• Leaks Working Group- tracking cases via Northgate and iCasework with clear ownership of the cases</li> <li>• Mears to introduce leaks specialist team to deal with complex leak cases with new equipment (date to be confirmed)</li> <li>• Repairs team also finalising a programme of internal visits to properties based on data of overdue damp remedial job tickets</li> </ul>

## Capital Delivery

Service failures	Service Improvements identified
Delays in Property Handover (Bentworth Court), Window replacement programme and delays in issuing EWS1 forms	Steps taken to improve communication and managing expectation of the residents by the RLCs and project managers.

# Lessons Learnt/service improvements identified

## ASB

Service failures	Service Improvements identified
Case Management/handling	<p>Continue raising awareness about ASB services by leaflet dropping, organising estate actions days, door knocking in 'challenging blocks', active on Twitter.</p> <p>ASB cases can be complex and need more time and other agencies involved. Permanent staff recruitment completed and staff returned from sickness to help with the workload and updates.</p>

## Environmental Services

Service failures	Service Improvements identified
Cleaning not to an acceptable standard	<ul style="list-style-type: none"> <li>• TL's monitor performance and take formal action as required</li> <li>• Caretaking ECO team available to help with Out of Hours cleaning</li> <li>• Response Team to action improvement works - varnishing entry doors, painting internal/external areas and jet washing estates with the lowest satisfaction</li> <li>• Weed spraying, jet washing, small painting jobs planned</li> <li>• British Institute Cleaning Science (BICS) standard training to be delivered to caretakers to improve productivity and efficiency.</li> </ul>
Blocked Hopper/Chutes	<ul style="list-style-type: none"> <li>• Additional admin staff to help with allocating jobs and booking appointments.</li> <li>• Regular communication with Mears out of ours and HSC.</li> </ul>
Bins/waste - refuse crews not returning bins	<p>Daily checking of bin areas. Regular meeting with LBTH. Available extra resources for rotating the bins/returning bins when collections are on Saturdays. Problem solving visits with LBTH taking place.</p>

# Lessons Learnt/service improvements identified

## Drainage

Service failures	Service Improvements identified
Delay in resolving internal blockage in leasehold properties/Thames Water issue	Leaving calling card when no one at home for resident to arrange another appointment. Added additional admin staff to help with allocating jobs to teams and booking appointments. Regular communication with Mears out of ours and HSC. Communication with Thames Water to progress works.

## Leasehold

Service failures	Service Improvements identified
Information for Major works invoices not provided earlier	Leasehold services team are working to ensure all costs are available at the time of purchase for new leaseholders
Poor communication – failure to respond to emails	-Clarifying matters with repairs team before responding to leaseholders -

# Lessons Learnt/service improvements identified

## HSC

Service failures	Service Improvements identified
Long wait times/getting disconnected on the phones	HSC establishment being reviewed and plan to recruit in Q2 to bolster the number of Housing Advisors
Parking Enforcement	Commence the borough-wide consultation on TMOs and work with Neighbourhoods to speed up deployment to improve parking enforcement on estates.
Customer Care	A refreshed training programme is being delivered through the summer which will have three areas of focus – improving repair diagnostics, customer care and getting the best out of IT systems and tools

## Neighbourhoods

Service failures	Service Improvements identified
Poor communication – failure to respond to complainant’s emails	Performance issues – being monitored and addressed by Team Leader
Lack of timely and effective communication by Neighbourhood staff	To improve customer services and ensure residents are getting a timely response. To aid this we are working on building core processes on NEC to allow better performance management and working on enhancements to the 48hr call back report to aid managers.

# Ombudsman Cases

Outcomes	Q1
Outside Services Jurisdiction	1
No maladministration	
Reasonable offer of redress	1
Partial Maladministration	
Service Failure	
Severe Maladministration	1
Maladministration	4
<b>Total</b>	<b>7</b>

- Maladministration cases related to THH response to handling of debris in water supply, window repairs, response to resident request to transfer ( New Water Hygiene policy waiting for approval and new scheme of control for our approach to Legionella across our stock)
- THH received its first Severe Maladministration case in relation to its response to Damp and Mould, leak, complaint handling and poor record keeping (Lesson Learnt Review currently ongoing)

## Themes for determinations made against THH

- Lack of explanation by THH on the actions that it took and poor record keeping
- Failure to diagnose cause of leaks and remedy quickly
- Failure of addressing issues of damp and mould and remedy quickly
- Inadequate compensation offered for distress and inconvenience

# Compensation

Stage	YTD 21/22	YTD 22/23	23/24 Q1	YTD 23/24
Stage One	£ 4,645.00	£60,657.32	£10,021.00	£10,021.00
Stage Two	£34,116.88	£15,799.00	£ 340.00	£ 340.00
Ombudsman	£ 9,336.06	£21,863.00	£ 1,030.00	£ 1,030.00
Member Enquires	£ -	£ 6,417.00	£ 3,387.50	£ 3,387.50
Query	£ -	£ 382.00	£ 50.00	£ 50.00
<b>Total</b>	<b>£48,097.94</b>	<b>£72,374.45</b>	<b>£14,828.50</b>	<b>£14,828.50</b>

- Total compensation for Q1 compared to the same period last year was less however there has been a significant increase in the amount paid for stage one complaints, again compared to last year which was £6,464.50.
- For Stage one complaints **90%** of the compensation paid in Q1 related to repairs (£9,060)
- For Stage one complaints **73%** of the compensation paid related to repairs general build (Mears), £7,280. The amount will be clawed back from the contractors
- Though the amount of compensation paid for repair related complaints is consistent with the high volumes of cases received for repairs in Q1, there has been an increase in processing compensation for cases offered last financial year, of which have only been processed in Q1 due to delays in receiving the compensation acceptance forms from the residents

# Key Challenges

- Continued increased communication and Maladministration orders from the Housing Ombudsman means high risk of Ombudsman prompting a special investigation into THH especially in light of recent severe maladministration case
- More recently it has undertaken a series of reviews of landlords where the rate of maladministration is at or has exceeded 80%. Concerns in these instances primarily related to the delivery of the repairs service, failures of complaints handling and an inadequate response to reports of damp & mould.
- Managing expectations of residents. More direct approaches are being made to the Ombudsman by residents. THH have completed its self assessment against the HO Damp spotlight report and are currently reviewing the KIM spotlight report on record keeping
- Ongoing poor performance of the LBTH complaints team is having a knock on impact of increased communication from residents and Ombudsman who are awarding complaint handling failure orders for delays in providing responses. THH have been provided a commitment that staffing issues will be resolved in August.
- Implications of the new Building Safety Bill
- Ensuring ongoing compliance of the revised Housing Ombudsman Complaints code which is now statutory in 2023, and in particular the Housing Ombudsman remedy guidance.



Report to: Residents' Panel  
Date: 12<sup>th</sup> September 2023  
From: Lesley Owen  
For: Information/discussion

Topic: **Performance Report: July 2023**

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## **1. Introduction**

1.1 The Residents' Panel has a duty, outlined in its Terms of Reference, to monitor and review performance across Tower Hamlets Homes [THH], and to explore and challenge under-performance as appropriate. To enable this, the Panel has selected a set of measures to be reported on regularly.

## **2. Performance: July 2023-24**

2.1 As reported to Panel previously, the introduction of the statutory Tenant Satisfaction Measures [TSMs] from April 2023 has produced changes in the suite of indicators reported on in 2023-24:

A number of measures have been adjusted to align with TSM methodology – *excellent, good and fair* ratings being replaced by *very or fairly satisfied*. These therefore have no target agreed.

Two measures – *satisfaction with being kept informed* and *satisfaction with views being taken into account* - are now quarterly rather than monthly as they are drawn from the TSM surveys.

Delays with the re-procured satisfaction survey contract meant there are no TSM-based results for Quarter 1.

2.2 Performance results therefore are only available here for eight monthly indicators. Results to June/Q1 were reported to Panel on 27<sup>th</sup> July. Targets are aligned where applicable with those agreed by the Council and/or Board.

2.3 THH performance against target on the monthly 2023-24 indicators is shown at summary level in the Table 1 below.

Results are shown as 'green' if the target has been met or exceeded, 'amber' if the result is close to target (generally within 5%), or 'red' if the target has not been met.

2.4 **Table 1: Status June 2023 – monthly indicators**

Trend	Red	Amber	Green	All
<b>No. of indicators: July 23</b>	6 75%	1 13%	1 13%	8 100%

2.5 Performance on the individual indicators from April – July 2023 is set out in *Appendix 1*.

2.6 Table 2 below shows, for the monthly 2023-24 indicators, the direction of travel compared to the previous month.

**Table 2: Direction of Travel from June 2023 – monthly indicators**

Trend	Weakened	No change	Improved	All
<b>No. of indicators: July 23</b>	5 63%	0	3 38%	8 100%

2.7 Table 3 below shows, for indicators with results available, the direction of travel from the same month in the previous year.

**Table 3: Direction of Travel from July 2022 – monthly indicators**

Trend	Weakened	No change	Improved	All
<b>No. of indicators: July 23</b>	6 75%	0	2 25%	8 100%

### **3. Performance analysis**

From the 2023-24 results to date it can be seen that areas of strength continue to include:

- Repairs satisfaction
- Satisfaction with the HSC

The July 2023 results show the service areas that continue to be most significantly challenged continue to be Repairs and the Housing Service Centre:

#### **Repairs**

Seven new repairs contracts were procured in 2022-23. As previously reported elements of the service have been impacted by the mobilisation of the new contractors: there have been issues with IT integration as well as performance. This impacted on the task of clearing the pre-existing backlog of repairs. Repairs in target and repair appointments kept both showed improvement in July compared to June.

The Repairs Head of Service attended an in-depth spotlight session at the Panel in May. A further update will be provided to Panel under another item on the Panel's agenda.

#### **Housing Service Centre [HSC]**

Performance in the HSC was impacted by the knock-on effects of the repair problems both in terms of call answering and average call wait times, and the HSC also continues to be affected by staff retention and recruitment issues. Performance in 2023 has also been negatively impacted by IT issues at the New Town Hall. However, performance in June was a significant improvement on May's with call answering up and average wait times falling. Performance in July on answering repair calls continued its month-on-month improvement.

### **4. Regulation of social housing**

- 4.1 Following the introduction of the TSMs in April 2023, the Social Housing Regulation Act received Royal Assent on 20 July 2023. The Act gives the Regulator for Social Housing stronger powers to inspect, intervene and enforce against its Standards.

4.2 Consultation on the Regulator's four draft new Consumer Standards that housing providers are expected to meet was launched on 25 July 2023. The new Standards are:

- The Safety & Quality Standard
- The Transparency, Influence & Accountability Standard
- The Neighbourhood & Community Standard
- The Tenancy Standard

4.3 More information on the proposed Standards including Required Outcomes and Specific Expectations is attached at *Appendix 2*.

4.4 The consultation runs until 17 October 2023 and the Regulator is seeking the views of landlords, tenants and anyone with an interest in social housing. Full details and the online survey can be found here:

<https://www.gov.uk/government/consultations/consultation-on-the-consumer-standards>

## **5. Recommendations**

5.1 The Panel is recommended to:

- (i) note THH performance to July 2023; &
- (ii) consider whether to explore in more detail any areas of service delivery

# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

<b>M</b>	Monthly Indicators: July 2023
<b>Q</b>	Quarterly Indicators: June 2023

**K  
E  
Y**

At or above target
Below target, above minimum
Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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<b>1</b>	Overall Satisfaction: tenants	Q		
	No. of tenants very or fairly satisfied with THH			
	Total No. of tenants responding			

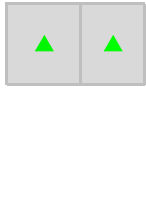
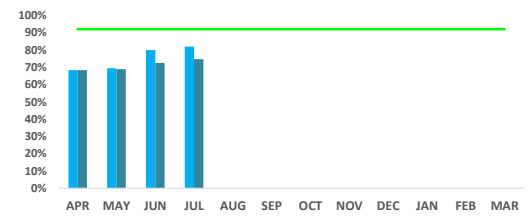
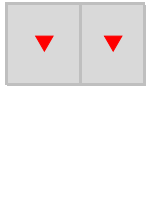
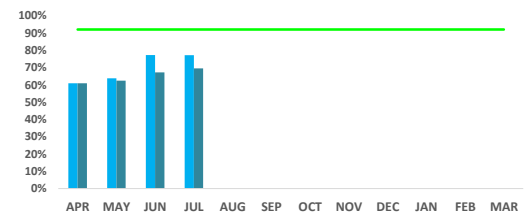
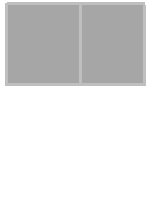
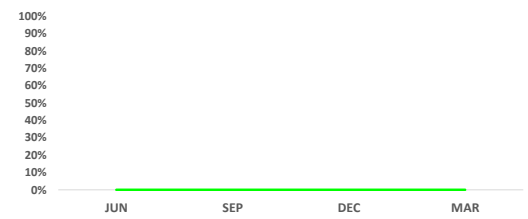
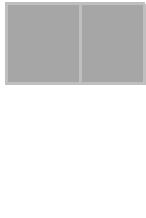
<b>2</b>	Overall Satisfaction: leaseholders	Q		
	No. of leaseholders very or fairly satisfied with THH			
	Total No. of leaseholders responding			

<b>3</b>	% non-repair calls answered	M	92.0%	77.1%	69.5%
	Total non-repair calls answered			3318	12928
	Total non-repair calls received			4301	18598

<b>4</b>	% repair calls answered	M	92.0%	81.9%	74.6%
	Total repair calls answered			5394	21121
	Total repair calls received			6589	28302

Latest Result	
YTD	
Target	

Trends	
Last Period	Year on Year



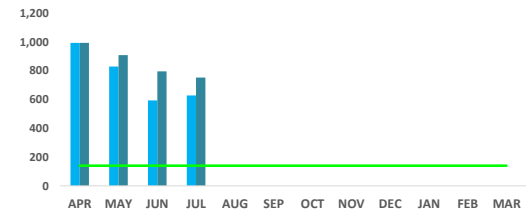
# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

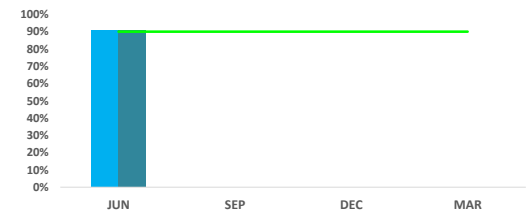
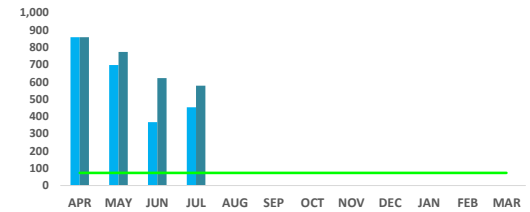
<b>M</b>	Monthly Indicators: July 2023
<b>Q</b>	Quarterly Indicators: June 2023

<b>K E Y</b>	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator		Frequency	Year-End Target	Perf in Latest Period	Perf YTD
<b>5</b>	Repair calls average wait (secs)	<b>M</b>	<b>140</b>	<b>628</b>	<b>752</b>
	Total repair calls answered			<b>5394</b>	<b>21121</b>
	Total wait time for repair calls answered			<b>3387432</b>	<b>15883903</b>
<b>6</b>	Non-Repair calls average wait (secs)	<b>M</b>	<b>73</b>	<b>453</b>	<b>578</b>
	Total non-repair calls answered			<b>3318</b>	<b>12928</b>
	Total wait time for non-repair calls answered			<b>1503054</b>	<b>7473281</b>
<b>7</b>	% of residents satisfied with the HSC	<b>Q</b>	<b>90.0%</b>	<b>90.5%</b>	<b>90.5%</b>
	No. of residents very or fairly satisfied with the HSC			<b>794</b>	<b>794</b>
	Total No. responding			<b>877</b>	<b>877</b>



Trends	
Last Period	Year on Year



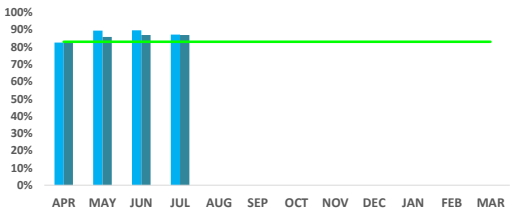
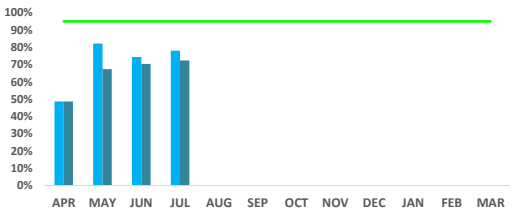
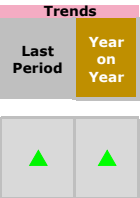
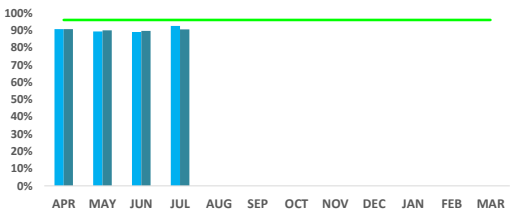
# Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

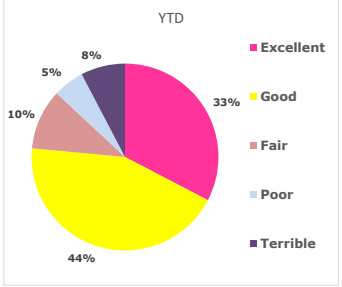
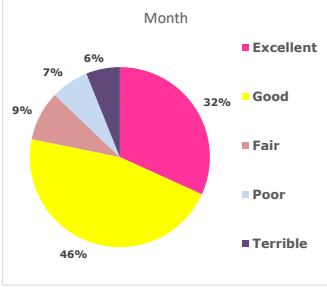
<b>M</b>	Monthly Indicators: July 2023
<b>Q</b>	Quarterly Indicators: June 2023

<b>K E Y</b>	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
<b>8</b> % of repairs completed in target	<b>M</b>	<b>96.0%</b>	<b>92.5%</b>	<b>90.5%</b>
	No. of repairs completed in target		<b>9066</b>	<b>29398</b>
	Total repairs completed		<b>9799</b>	<b>32479</b>
<b>9</b> % of repair appointments kept	<b>M</b>	<b>95.0%</b>	<b>78.0%</b>	<b>72.4%</b>
	No. of appointments kept		<b>3623</b>	<b>12857</b>
	No. of appointments made		<b>4645</b>	<b>17770</b>
<b>10</b> % of tenants rating the repairs service as excellent, good, or fair	<b>M</b>	<b>83.0%</b>	<b>87.1%</b>	<b>86.9%</b>
	No. of residents rating excellent, good, or fair		<b>244</b>	<b>1065</b>
	Total No. of residents responding		<b>280</b>	<b>1225</b>



		MONTH	YTD
<b>B R E A K D O W N</b>	<b>Excellent</b>	<b>89</b>	<b>400</b>
	<b>Good</b>	<b>130</b>	<b>537</b>
	<b>Fair</b>	<b>25</b>	<b>128</b>
	<b>Poor</b>	<b>19</b>	<b>66</b>
	<b>Terrible</b>	<b>17</b>	<b>94</b>
	<b>TOTAL</b>	<b>280</b>	<b>1225</b>



## Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

Year to date performance:

- M** Monthly Indicators: July 2023
- Q** Quarterly Indicators: June 2023

<b>K E Y</b>	At or above target
	Below target, above minimum
	Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
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<b>11</b>	% of Repairs completed right first time	<b>M</b>	<b>85.0%</b>	<b>81.5%</b>	<b>82.0%</b>
	No. of repairs completed right first time			<b>2555</b>	<b>11374</b>
	Total repairs completed			<b>3136</b>	<b>13865</b>

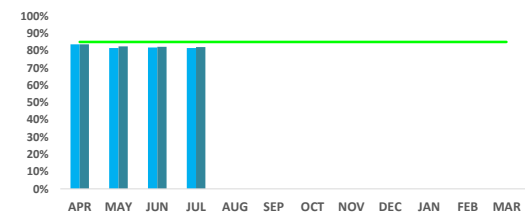
<b>12</b>	% of residents satisfied with capital works	<b>Q</b>			
	No. of residents very or fairly satisfied with capital works			<b>0</b>	<b>0</b>
	Total No. of residents responding			<b>0</b>	<b>0</b>

<b>13</b>	ASB: % of residents satisfied with handling of ASB	<b>Q</b>	<b>58.0%</b>		
	No. of residents satisfied			<b>0</b>	<b>0</b>
	Total No. of residents responding			<b>0</b>	<b>0</b>

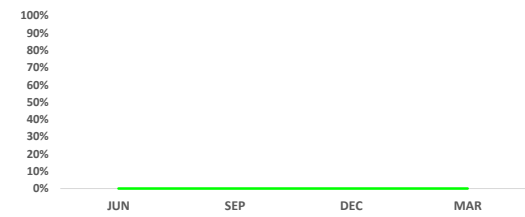
<b>14</b>	% of residents satisfied with THH keeping them informed	<b>Q</b>			
	No. of residents very or fairly satisfied				
	Total No. of residents responding				

Latest Result	
YTD	
Target	

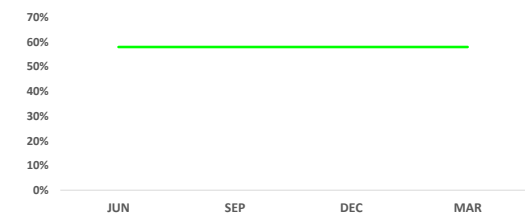
Trends	
Last Period	Year on Year



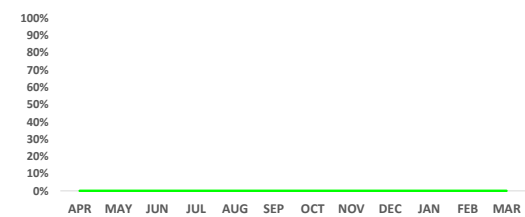
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## Tower Hamlets Homes Performance Indicators - RESIDENT PANEL

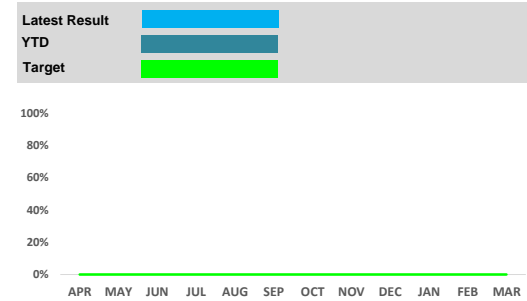
Year to date performance:

<b>M</b>	Monthly Indicators: July 2023
<b>Q</b>	Quarterly Indicators: June 2023

**K  
E  
Y**

At or above target
Below target, above minimum
Below target, below minimum

Performance Indicator	Frequency	Year-End Target	Perf in Latest Period	Perf YTD
<b>15</b> % of residents satisfied with THH taking their views into account	Q			
No. of residents very or fairly satisfied				
Total No. of residents responding				



Trends	
Last Period	Year on Year



Regulator of  
Social Housing

Annex 1

Proposed consumer standards

# Safety and Quality Standard

Consumer standards

2023



# 1. Required outcomes

## 1.1 Stock quality

- 1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants<sup>1</sup>.

## 1.2 Decency

- 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.<sup>2</sup>

## 1.3 Health and safety

- 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

## 1.4 Repairs, maintenance and planned improvements

- 1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.

## 1.5 Adaptations

- 1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.

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<sup>1</sup> Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

<sup>2</sup> Section 197 of the Housing and Regeneration Act 2008 Act gives the Secretary of State the power to direct the Regulator of Social Housing in relation to certain matters. Requirements set out in blue text reflect matters on which government has issued a direction to the regulator.

## 2. Specific expectations

### 2.1 Stock quality

- 2.1.1 Registered providers must have an accurate record at an individual property level of the condition of their stock, based on a physical assessment of all homes and keep this up to date.
- 2.1.2 Registered providers must use data from across their records on stock condition to inform their provision of good quality, well maintained and safe homes for tenants including:
  - a) Compliance with health and safety legal requirements
  - b) Compliance with the Decent Homes Standard
  - c) Delivery of repairs, maintenance and planned improvements to stock
  - d) Allocating homes with adaptations appropriately.

### 2.2 Health and safety

- 2.2.1 Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.
- 2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.
- 2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.

### 2.3 Repairs, maintenance and planned improvements

- 2.3.1 Registered providers must enable repairs and maintenance issues to be reported easily.
- 2.3.2 Registered providers must set timescales for the completion of repairs, maintenance and planned improvements, clearly communicate them to tenants and take appropriate steps to deliver to them.
- 2.3.3 Registered providers must keep tenants informed about repairs, maintenance and planned improvements to their homes with clear and timely communication.
- 2.3.4 Registered providers must understand and fulfil their maintenance responsibilities in respect of communal areas.

2.3.5 Registered providers must ensure that the delivery of repairs, maintenance and planned improvements to homes and communal areas is informed by the needs of tenants and provides value for money, in addition to the requirement at 2.1.2.

## **2.4 Adaptations**

2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.

2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants.

DRAFT



Regulator of  
Social Housing

# Transparency, Influence and Accountability Standard

Consumer standards

2023



OFFICIAL

# 1. Required outcomes

## 1.1 Fairness and respect

1.1.1 Registered providers must treat all tenants<sup>3</sup> with fairness and respect.

## 1.2 Diverse needs

1.2.1 Registered providers must take action to deliver fair access to, and equitable outcomes of, housing and landlord services for all tenants.

## 1.3 Engagement with tenants

1.3.1 [Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered.](#)

## 1.4 Information about landlord services

1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

## 1.5 Performance information

1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

## 1.6 Complaints

1.6.1 Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

---

<sup>3</sup> Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

## 2. Specific expectations

### 2.1 Diverse needs

2.1.1 Registered providers must use relevant information and data to:

- a) understand the diverse needs of tenants, including those arising from protected characteristics, language barriers, and additional support needs; and
- b) assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services.

2.1.2 Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.

2.1.3 Registered providers must ensure that landlord services are accessible, and that the accessibility is publicised to tenants. This includes supporting tenants and prospective tenants to use online landlord services if required.

2.1.4 Registered providers must allow tenants and prospective tenants to be supported by a representative or advocate in interactions about landlord services.

### 2.2 Engagement with tenants

2.2.1 Registered providers must [give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.](#)

2.2.2 Registered providers must [assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.](#)

2.2.3 Registered providers must [provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.](#)

2.2.4 Registered providers must [support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.](#)

2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.



2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:

- a) be fair and accessible
- b) provide tenants with adequate time, information and opportunities to consider and respond
- c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term
- d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.

## **2.3 Information about landlord services**

2.3.1. Registered providers must provide tenants with information about the:

- a) available landlord services, how to access those services, and the standards of service tenants can expect
- b) standards of safety and quality tenants can expect homes and communal areas to meet
- c) rents and service charges that are payable by tenants
- d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces<sup>4</sup> and neighbourhoods.

2.3.2 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.

2.3.3 Registered providers' housing and neighbourhood policies must be fair, reasonable, accessible and transparent. Where relevant, policies should set out decision-making criteria and appeals processes.

2.3.4 Registered providers must make information available to tenants about the relevant roles and responsibilities of senior level employees or officers, including who has responsibility for compliance with the consumer standards.

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<sup>4</sup> 'Shared spaces' are those spaces used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

## 2.4 Performance information

- 2.4.1 Registered providers must meet the regulator's requirements in relation to the tenant satisfaction measures set by the regulator as set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements.
- 2.4.2 Registered providers must:
- a) collect and process information specified by the regulator relating to their performance against the tenant satisfaction measures. The information must be collected within a timeframe set by the regulator and must meet the regulator's requirements in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements
  - b) annually publish their performance against the tenant satisfaction measures. This should include information about how they have met the regulator's requirements set out in Tenant Satisfaction Measures: Technical requirements and Tenant Satisfaction Measures: Tenant survey requirements. This information must be published in a manner that is timely, clear, and easily accessed by tenants; and
  - c) annually submit to the regulator information specified by the regulator relating to their performance against those measures. The information must be submitted within a timeframe and in a form determined by the regulator.
- 2.4.3 In meeting 2.4.1 and 2.4.2 above, registered providers must ensure that the information is an accurate, reliable, valid, and transparent reflection of their performance against the tenant satisfaction measures.
- 2.4.4 Registered providers must provide tenants with information about:
- a) how they are performing in delivering landlord services and what actions they will take to improve performance where required
  - b) how they have taken tenants' views into account to improve landlord services, information and communication
  - c) how income is being spent
  - d) their directors' remuneration and management costs.

## **2.5 Complaints**

- 2.5.1 Registered providers must ensure their approach to handling complaints is simple and accessible.
- 2.5.2 Registered providers must publicise their complaints process and what tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled.
- 2.5.3 Registered providers must provide tenants with information about the type of complaints received and how they have learnt from complaints to continuously improve services.

## **2.6 Self-referral**

- 2.6.1 Registered providers must communicate in a timely manner with the regulator on all material issues that relate to non-compliance or potential non-compliance with the consumer standards.

DRAFT



Regulator of  
Social Housing

# Neighbourhood and Community Standard

Consumer standards

2023



OFFICIAL

# 1. Required outcomes

## 1.1 Maintenance of shared spaces

- 1.1.1 Registered providers must work co-operatively with tenants<sup>5</sup>, other landlords and relevant organisations to contribute to the upkeep and safety of shared spaces<sup>6</sup> associated with their homes.

## 1.2 Local cooperation

- 1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.

## 1.3 Safer neighbourhoods

- 1.3.1 Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) in the neighbourhoods where they provide social housing.

## 1.4 Domestic abuse

- 1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

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<sup>5</sup> Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

<sup>6</sup> 'Shared spaces' are those spaces used by tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

## 2. Specific expectations

### 2.1 Maintenance of shared spaces

2.1.1 Registered providers must work co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes.

### 2.2 Local cooperation

2.2.1 Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must:

- a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and
- b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.

### 2.3 Safer neighbourhoods

2.3.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.

2.3.2 Registered providers must clearly set out their approach for how they tackle and deter hate incidents in neighbourhoods where they provide social housing.

2.3.3 Registered providers must enable ASB to be reported easily and keep tenants informed about the progress of their case.

2.3.4 Registered providers must provide prompt and appropriate action in response to ASB, having regard to the full range of tools and legal powers available to them.

2.3.5 Registered providers must support tenants who are affected by ASB, including by signposting them to agencies who can give them appropriate support and assistance.

### 2.4 Domestic abuse

2.4.1 Registered providers must have a policy for how they respond to cases of domestic abuse.

2.4.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.



Regulator of  
Social Housing

# Tenancy Standard

Consumer standards

2023



# 1. Required outcomes

## 1.1 Allocations and lettings

- 1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants<sup>7</sup> and prospective tenants into account.

## 1.2 Tenancy sustainment and evictions

- 1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.

## 1.3 Tenure

- 1.3.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.
- 1.3.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

## 1.4 Mutual exchange

- 1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.

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<sup>7</sup> Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).



## 2. Specific expectations

### 2.1 Allocations and lettings

- 2.1.1 Registered providers must co-operate with local authorities' strategic housing functions and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.
- 2.1.2 Registered providers must seek to allocate homes that are designated, designed, or adapted to meet specific needs in a way that is compatible with the purpose of the housing.
- 2.1.3 Registered providers must develop and deliver services to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.
- 2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.
- 2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.
- 2.1.6 Registered providers must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.

### 2.2 Tenancy sustainment and evictions

- 2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.
- 2.2.2 Registered providers must provide tenants required to move with timely advice and assistance about housing options before the tenancy or licence ends.

### 2.3 Tenure

- 2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:
  - (a) The type of tenancies they will grant.
  - (b) Where they grant tenancies for a fixed term, the length of those terms.
  - (c) The circumstances in which they will grant tenancies of a particular type.

- (d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.
- (e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.
- (f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.
- (g) Their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.
- (h) The advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.
- (i) Their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.

2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.

2.3.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.

2.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.

2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).

2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.

## **2.4 Mutual exchange**

- 2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.
- 2.4.2 Registered providers must publicise the availability of any mutual exchange service(s) it offers to its relevant tenants.
- 2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.
- 2.4.4 Registered providers must offer tenants seeking to mutually exchange with information about the implications for tenure, rent and service charges.



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Level 2  
7-8 Wellington Place  
Leeds LS1 4AP

**The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.**

## Residents' Panel

### September 2023: Progress of actions

Item	Action	Update	RAG
1.	Review whether a satisfaction measure on parking service can be included as part of the monitoring regime.	The satisfaction-based KPIs aligned to national TSMs. Post transfer in-house parking may be managed differently/by others	
2.	Review recommendations from the telecommunication – phone mast sub- group meeting. Also, organise a follow up meeting with the sub- group members.	Staff that attended the sub group meeting confirmed recommendations on the report were accurate. At present, this is not a priority for LBTH and staff feel another meeting will not provide any further value.	