

Tenants' Voice

January 2026 progress of actions

Item	You Said	We did	Impact on resident experience
1.	Include full name of member and staff within minutes before using initials	Full names of attendees are incorporated within minutes as proposed by TV member.	This would help assist the TV member that proposed this change to follow through the notes easier.
2.	Chase up Rafiqul Hoque, Head of Allocation, to respond to Terry McGreener's letter.	Nojmul emailed and spoke to Rafiqul regarding Terry's letter. Rafiqul explained the case is being managed.	This action is of a personal nature. But the TV helped ensure Terry's correspondence was not being ignored.
3.	Contact Mike Tyrell to help ensure RSLs are complying with the decant policy	An email was sent to Mike Tyrell, however no response to date. In the meantime, we have contacted the RSL Forum to raise the issue of compliance against decanting policy.	This helps to ensure tenants voices or recommendations are considered and in determining policy implementation.
4.	Ensure complaints data distinguishes THH from the current administration	Complaints manager has revised the format of the data to distinguish THH from the current administration.	Helps TV member to analyse complaints performance through enhanced visibility of complaints related to THH or those received by the Council post-insourcing.
5.	Arrange mystery shopping to observe the call centre	First mystery shopping exercise took place in Dec 2026 and two more due in Jan.	Mystery shopping exercises will provide feedback to inform service improvements to our contact centre, helping to provide a better telephone service for all residents
6.	Explore if the current system tracking rent arrears	There is a review of the current system.	To be evaluated one year after new changes are implemented.

	can be reviewed so that residents that seldom fall in arrears, or never have historically, are not approached in the same way as residents that have been inconsistent	<p>At present, the first two stages of our arrears escalation process are automated, and when an account falls into arrears over £100 a letter is issued.</p> <p>As part of service improvement, rents team in collaboration with Communication Department are reviewing our suite of arrears letters and our arrears escalation process. We cannot confirm if a separate process can be created for residents finding themselves in arrears for the first time. However our team of specialist Arrears and Financial Inclusion Officers are trained on a variety of money and debt advice issues to support our residents and sustain tenancies.</p>	
7.	Inform GH how to pay for the MOPAC charge	Nojmul investigated and explained to Garry that MOPAC is managed by the London Mayor. Nojmul clarified that Garry may have been referring to a message from the Council informing tenants on housing benefit or universal credit that their benefit will not cover the fee for MOPAC as it is not under our local housing management service.	Improved resident understanding of MOPAC payments and benefits inclusion.
8.	Arrange training, 6th December 2026 training	We arranged the 2 nd training session, however this was cancelled due to lack of attendees. A new training session will be booked based on interest.	To be rearranged due to December absence.
9.	Circulate key parts of the landlord annual report for member's feedback.	The draft annual report was circulated for feedback in November 2025.	Members had opportunity to feedback on content and outline of the report. Feedback was incorporated into the final version.