

Tenants' Voice

January 2025 progress of actions

Item	Action	Update	RAG
1.	Amend September minutes as per DL's feedback	Amendments completed to September 2024 minutes.	
2.	Confirm end to end repair session with lead officer, scheduled for 15 th January 2025	Session was completed on the 15 th January 2025.	
3.	Send HQN investigation finding report to TV members	HQN summary report forwarded to members on 14 th January 2025.	
4.	Provide a service for leaseholder where they are reminded about their due diligence checks and signposted to relevant services, e.g gas inspections	Council includes key compliance requirements for lessees in our newsletter which is sent to all 10,000 lessees twice a year. Previously covered the charging of electric scooters and the fire risk this can pose.	

5.	All to pencil in 29 th January 2025 for the workshop with Resolve and attend if available. NH to check if a meeting with TV members can be scheduled in February 2025	Members were sent a reminder on 8 th January. NH checked and confirmed the workshop can not be re-scheduled to February 2025.	
6.	Provide members a list of upcoming events in the new year	Information for residents is available on the Council website and residents can subscribe to the resident newsletter which publishes events throughout the year. Information is also published on plasma screens at Idea Stores and Town Hall. See event calendar: https://www.towerhamlets.gov.uk/News_events/News.aspx?NewsListing_List_GoToPage=1	
7.	Invite relevant team developing the portal to a future meeting	Date to be confirmed.	
8.	Provide figure for number of repair orders raised via the portal	Awaiting info.	
9.	To investigate the leak issue which GH tried to report	Information passed on to the relevant team.	
10	Share positive outcomes in resolving leaks	Awaiting to receive info.	
11	To include data showing correlation between Council's stage 2 not upheld decision against	Future complaints report will include non upheld decisions against the Ombudsman's determination findings.	

	Ombudsman's determination findings		
12	Provide information on what the Council plans to put in place to improve the contact process, e.g. telephony system	Awaiting info.	
13	Circulate training video from September 2024 to help refresh knowledge around the Regulations	The session will be run again in February 2025 and upon request during the year. This forms part of the training schedule.	
14	All to email NH if they have any particular training needs	This opportunity is open throughout the year.	
15	Investigate if vacant rooms within blocks can be used for storage and if not, find out why and share details	For all Building Safety Blocks the Council need to take additional precautions in the management of the block and its safety. Storage rooms such as these could be used for the storage of combustibles which would heighten risk. The Council does not have the resources to undertake cyclical audits to ensure appropriate usage.	
16	Members to inform NH via email if they want to stand as Deputy Chair of the group	Awaiting on members to get back as of 21 January 2025.	