

## Tenants' Voice

Wednesday 12<sup>th</sup> November 2025, 6pm – 8.00pm, hybrid meeting

**Present:**

**TV Members:**

*In person –*

Pawla Cottage (PC) (Chair)	Tenant
Terry McGreenera (TM)	Tenant
Gibran Afzal (GA)	Tenant
Garry Harper (GH)	Tenant
Hassan Choudhury (HC)	Tenant
Luigi Candela (LC)	Leaseholder

*Online -*

Daniele Lamarche (DL)	Leaseholder
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**Staff:**

*In person -*

Conor Lewis (CL)	Regulatory Assurance and Service Improvement Manager
Karen McKenzie (KM)	Complaints and ME Manager
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer
Jenny Fisher (JF)	Policy Analyst

*Online*

Debo Salami (DS)	Customer Service Team Leader
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**Apologies:**

Kabir Ahmed (KA)	Lead Cabinet Member for Housing
Saleha Jafrin (SJ)	Leaseholder
Syed Uddin (SU)	Tenant

### **Summary of actions**

1. Include full name of member and staff within minutes before using initials
2. Chase up Rafiqul Hoque, Head of Allocation, to respond to TM's letter.
3. Contact Mike Tyrell to help ensure RSLs are complying with the decant policy
4. JF to raise this matter with the lead member so that a substantial update can be provided around the management of sheds and garages.
5. Ensure complaints data distinguishes THH from the current administration.
6. Arrange mystery shopping to observe the call centre.
7. Explore if the current system tracking rent arrears 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.
8. Inform GH how to pay for the MOPAC charge.
9. Circulate key parts of the landlord annual report for member's feedback.
10. All to pencil in the 6th December training.
11. Circulate TV forward plan during meetings so members can check progress of topics covered.

#### **1. Apologies**

Apologies for absence was sent on behalf of Cllr Kabir Ahmed, Saleha Jafrin and Syed Uddin.

#### **2. Minutes and matters arising**

2.1 Members agreed minutes of the previous meeting.

#### **2.2 Matters arising:**

Daniele Lamarche (DL) requested minutes to include the full name when referring to an attendee, thereafter, followed by initials.

**ACTION: Include full name of attendee in minutes, the followed by initials.**

2.3 Jenny Fisher (JF) highlighted 3.4 of the minutes around decanting and relocating residents during housing development works. The notes could appear as JF and Pawla Cottage (PC) having conflicting perspectives but rather it was about ensuring the decant policy, which enables residents to return to their original estate, is followed through.

Nojmul Hussain (NH) proposed raising this with the RSL forum and JF advised contacting Mike Tyrell, former Chief Executive of Community Housing and currently an independent resident advisor.

**ACTION: NH to contact Mike Tyrell to help ensure RSLs are complying with the decant policy.**

2.4 Terry McGrenera (TM) reported that he has not received a reply from both the Chief Executive nor the Head of Allocation following his enquiry. TM shared the letter he had sent. TM felt that the communication with Council services is inadequate. Nojmul Hussain (NH) said that he will chase this up with the Head of Allocation.

**ACTION: NH to chase up Rafiqul Hoque, Head of Allocation, to respond to TM's letter.**

### **3.0 Sheds update**

3.1 Debo Salami (DS) provided an update on the progress of the shed application process.

DS explained current challenges which has been ongoing since Covid. This is around not allocating sheds due to disrepair and not in lettable standards as well as gaps in our stock data.

An audit is being conducted to establish sheds available and determine the status of both sheds and garages.

3.2 DS reported that discussions are being held with an external organisation to undertake the sheds management on behalf of LBTH.

Furthermore, this area of work will not be prioritised during the winter. In the meantime, caretakers are supporting the audit so that availability and conditions of sheds are better established.

3.3 TV members felt progress has been slow and this should be escalated further. Discussion ensued around stock data knowledge available to date and others measures that can be taken to identify sheds, including those that require repair work.

PC enquired around number of sheds known and DS stated around 90 is known at present.

Garry Harper (GH) offered to help repair some sheds himself if that opportunity is offered.

3.4 JF stated this requires an urgent update before the next January meeting and she would raise this with the lead member in order to speed up progress.

**ACTION: JF to raise this matter with the lead member so that a substantial update can be provided around the management of sheds and garages before next meeting.**

### **4.0 Complaints Q2 update**

4.1 Karen McKenzie (KM) introduced herself as the new Complaints Manager and presented the complaints update for quarter 2.

Stage 1 complaint handling – improvements have been made in reducing complaints and responding in time since last financial year. But we are still off target, i.e. 90%. Therefore, further staff training is being provided, including peer reviews and having a dedicated repairs team in place.

Stage 2 – handling complaints at stage 2 has met its 100% target (responded within 20 days). The increase in complaints continues to be around repairs (work delays and poor communication).

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- 4.2 Gibran Afzal (GA) felt the stage 1 response can be seen often as a tick box exercise and Luigi Candela (LC) enquired what the council is doing to ensure improvements.
- 4.3 KM emphasised the importance of improving the quality our responses and that contractors are committed in making improvements.  
KM gave the analogy of an investigation officer taking on a case on behalf of a family member, seeing it through their eyes. This will help the officer be more empathetic and thorough in their case handling.

KM advised that all points of the complaint should be addressed so that reasonable redress is offered. Furthermore, the stage 1 is peer reviewed and signed off by head of service.

KM will continue to explore why the quality is still lacking despite measures put place.

- 4.4 KM also emphasised how complaints act as feedback on our service and lessons should be learnt from upheld complaints; which is at 60%.  
To strengthen accountability, KM reported stage 2 complaint letters and other correspondence are signed off by the investigating officer, rather than a generic name. Moreover, the response needs to be personalised and should not appear AI generated.
- 4.5 Maladministration – the maladministration order highlighted in the report was from 2021 in relation to a leak occurring from a leaseholder property. This had affected a vulnerable resident.
- 4.6 PC advised the complaints data should show THH complaints separately, including is Ombudsman decision, from in house housing management service.

**ACTION: KM to ensure data distinguishes complaints between THH and the current administration.**

### 5.0 Performance Q2 update

- 5.1 Conor Lewis (CL) provided an update on Q2 performance and highlighted performance against key target areas.

Calls answered on time YTD 72.4% Target: 85.0% (-12.6%)	S1 Complaints responded on time YTD 69.1% Target: 90.0% (-20.9%)	S2 Complaints responded on time YTD 100% Target: 90.0% (+10%)
Repairs completed first time YTD 75.8% Target: 84.0% (-8.2%)	Emergency repairs on target YTD 93.1% Target: 98.0% (-4.9%)	Non emergency on target YTD 87.5% Target: 93.5% (-6.0%)
Repair satisfaction YTD 90.0% Target: 85.0% (+5.0%)	Time taken to let property YTD 40.4 Target: 31.0 (-9.4)	Time taken to let property (long term) YTD 55.0

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		Target: 40.0 (-15.0)
Rent arrears as % of debt YTD 4.39% Target: 4.50% (-0.11%)	Rent collected YTD 98.5% Target: 97.0% (+1.5%)	Leasehold collections YTD 101.2% Target: 100.0% (+1.2%)

5.2 Calls answered was below target, this is due to resource capacity. Recruitment is due to take place and more staff should be available by January 2026. JF proposed exploring recruitment from an alternative bank rather than agencies, especially during the winter season. CL and NH explained this would be logistical challenging such as providing training and ensuring they have the right level of skills for the position.

5.3 Whilst we are off target on call waiting times, CL emphasised that there is a positive trajectory in performance.

5.4 LC proposed doing mystery shopping so that call answering and overall service can be observed. NH and CL agreed to arrange mystery shopping. It was suggested to have a staff present to observe the call during mystery shopping.

**ACTION: NH to arrange mystery shopping to observe the call centre.**

5.5 Gibran Afzal (GA) enquired and provided feedback on the figures around debt collected and arrears. It was felt that the formatting requires revising to make the data clearer.

5.6 Daniele Lamarche (DL) raised that the current system in place to track rent arrears needs reviewing. As the system should be able to identify behavioural patterns. For example, someone who has never, or seldom been in arrears, should not be approach in the same way as someone who has not been consistent in rent payment.

KM said that some complaints are received due to automated arrears letters which does not factor in universal credit making late payments.

**ACTION: Explore if the current system tracking rent arrears 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.**

5.7 GH enquired about how to pay towards the MORAC charge. CL/NH said they will provide GH the information.

**ACTION: Inform GH how to pay for the MOPAC charge.**

## 6.0 Annual work plan 2024-25

6.1 CL reported that the housing management service is producing its annual landlord report (2024-25). CL requested TV members to provide input into the content presented and if they want specific areas covered. CL said he could have a separate discussion or he could circulate key parts from the draft annual report for feedback.

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**ACTION: CL to circulate parts of the landlord annual report for members feedback.**

6.2 NH explained a separate annual report for the Tenants' Voice will be produced next year.

### **7.0 AOB**

7.1 NH reminded members of the TPAS training which is scheduled for the 6<sup>th</sup> December. Calendar invitation has been sent.

**ACTION: All to pencil in the 6<sup>th</sup> December training.**

7.2 NH clarified that the training will be only offered to LBTH tenants and leaseholders.

7.3 LC requested TV forward plan to be circulated during meetings.

**ACTION: NH to circulate TV forward plan during meetings so members can check progress of topics covered.**

**8.0 Date of next meeting: Wednesday 21<sup>st</sup> January 2026.**