

Tenants' Voice

Wednesday 10th September 2025, 6pm – 9.20pm, hybrid meeting

Present:

TV Members:

In person –

Pawla Cottage (PC) (Chair)	Tenant
Syed Uddin (SU)	Tenant
Terry McGreenera (TM)	Tenant
Luigi Candela (LC)	Leaseholder
Saleha Jafrin (SJ)	Leaseholder

Online -

Daniele Lamarche (DL)	Leaseholder
Gibran Afzal (GA)	Tenant

Staff:

In person -

Darren Reynolds (DR)	Interim Head of Regulatory Assurance
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer
Jenny Fisher (JF)	Policy Analyst
Rafiqul Hoque (RH)	Head of Housing Options and Homelessness

Online

Shumona Sikdar (SS)	Team Manager, Marketing and Support
Adnan Rahman (AR)	Interim Head of Complaints

Apologies:

Kabir Ahmed (KA)	Lead Cabinet Member for Housing
Garry Harper (GH)	Tenant
Hassan Choudhury (HC)	Tenant

Summary of actions

1. NH to ensure meetings are recorded.
2. NH to invite Debo Salami at a future meeting to provide an update on the action plan for speeding up the shed/garage application process.
3. TM to forward NH the letter he sent to the Chief Executive around his concern so that NH can follow up.
4. TM requested the email address of the Head of Housing Options.
5. RH to work with Panel on producing an applications "Top Tips" guide for residents.
6. NH to provide figure for knock through during current mayoral administration.
7. RH to provide number of people housed under band 3 priority.
8. RH to publish simplified process of the policy and areas covered in the presentation (similar format) online.
9. Members to pencil 11th October TPAS training.
10. NH to provide figure of number of units/buildings that use communal heating.
11. Organise further discussion with members around building awareness of the upcoming regulation and invite Chirpy and Head of Asset Management.
12. NH to provide figures for volume of leaks and review current format of the performance graph so that leaks data is available.
13. NH to share details of which buildings will have noise (from boilers) mitigation measure put in place.
14. When available share HouseMark report which provides details around average local authority performance.
15. Review how the benchmarking report is presented, share the benchmark paper presented for this meeting, including remedial actions we got a C3 rating for and list of quality checks required.
16. Members to feedback on the format of the key performance report.
17. NH to share data from the stock condition survey and invite head of asset management to a future meeting.
18. Members to note that they will be contacted to provide their input, i.e. engagement experience, which will be added on the housing management annual report.

1. Apologies

Apologies for absence was sent on behalf of Cllr Kabir Ahmed, Garry Harper and Hassan Chowdhury.

2. Minutes and matters arising

- 2.1 PC requested the meeting to be recorded. NH confirmed meetings are recorded.

ACTION: NH to ensure meetings are recorded.

- 2.2 Minutes from the previous meeting was agreed as an accurate record.

2.3 Matters arising:

Shed storage applications –

NH explained that the lead officer leading on managing storage application, Debo Salami, was not invited to this meeting as she had provided a formal email response on the 15th July. The email response highlighted measures being taken to speed up the application process.

LC requested that the lead officer is invited to update Tenants' Voice around progress of its action plan as outlined in Debo Salami's email.

ACTION: NH to invite Debo Salami at a future meeting to provide an update on the action plan for speeding up the shed/garage application process.

3.0 Allocation's policy

- 3.1 RH provided a presentation on Tower Hamlets Common Housing Register Allocation Schemes. This covered an explanation of key themes and process ranging from statutory obligations, policy context and local process. The presentation also covered the choice based lettings system, priority bands and local challenges of supply vs demand.
- 3.2 During the course of the presentation, members had the opportunity to get clarity on several areas of the Choice Based Letting and priority bands. This ranged from status of applications when a non-dependent makes his/her own application while living with their wider family that have already applied for a larger dwelling and in a high priority. In such a case, if the family reduces household members but still overcrowded, their application for a larger dwelling space is not compromised. The applicant's household composition would be updated.
- 3.3 The background of the Common Housing Register was provided and how the council jointly works with a pool of RSLs. This is a unified housing waiting list that allows people to apply for social housing from the local authority and housing associations with a single application. RH reported that the Council expects 100% of properties to be let out through the common allocation policy.
- 3.4 TM expressed concerns about planned demolition of around 1000 homes in Teviot Estate; TG felt this is being exploited by Poplar Harca who is undertaking a development scheme in that area and concerned residents will be forced out. TM stated he wrote to the Chief Executive of Tower Hamlets Council around his concern and awaiting a reply. TM felt Poplar Harca should be withdrawn from the Common Housing Register.

TM said he did not receive a response following his letter, TM was requested to email NH who will follow this up.

ACTION: TM to forward NH the letter he sent to the Chief Executive around his concern so that NH can follow up.

ACTION: TM requested the email address of the Head of Housing Options.

Action: RH to work with Panel on producing an applications "Top Tips" guide for residents.

JF explained the decant policy and the arrangement to return to the estate once the new development is ready. However, PC provided examples whereby residents were prevented from returning to their estate. RH explained whilst he can not comment on historic cases, there is a consultation process and residents have the option to return to new build units or remain where they have been decanted to.

- 3.5 SU enquired about number of knock throughs since current mayoral administration, RH agreed to provide the data. DR reported that the knock through policy is being updated and that the Tenants' Voice members will be consulted on it.

ACTION: NH To provide figure for knock through during current mayoral administration.

- 3.6 PC raised whether the allocation policy takes into consideration of when leaseholders (through right to buy) sell their property and return to acquire another property through the allocation scheme. RH explained that this is not covered under the current policy, but if right to buy tenants sell for financial incentives this can be explored during future policy review.

PC also enquired about how many residents under band 3 have been housed. RH agreed to provide this information.

ACTION: RH to provide number of people housed under band 3 priority.

- 3.7 DR recommended that the areas covered is made available in a simple format like RH presentation for residents online.

ACTION: RH to publish simplified process of the policy and areas covered in the presentation (similar format) online.

4.0 Workplan 2024/25

- 4.1 NH reported that the Chair and Vice Chair (DL) met to discuss the agenda ahead of the meeting and proposed areas of discussion for future meetings. This will inform the current and future workplan 2025/26.

- 4.2 NH outlined the proposed areas and asked members which areas to prioritise for the workplan.

- Sustainability, protocols around recycling materials
- Mapping out buildings so that its composition is available to contractors, e.g. plumbing, electrics, roofing and layout is mapped out. Helps contractors during repair appointments
- Block maintenance management
- Building/fire safety – how fire safety measures is communicated to residents, quality of inspections
- Solar panels on roofs
- TMO parking enforcement
- Repairs spotlight session
- Joint partnership scrutiny training (with external local authorities)
- TPAS training programme – NH informed members that the 27th September training has been postponed to the 11th October 2025, 12pm - 3pm. All to note new date.

ACTION: Members to pencil in 11th October TPAS training.

- 4.3 Members agreed the proposed agenda items as part of the workplan, albeit some areas will need to roll over to the workplan 2026/27. The following items were prioritised and group together; it was also recommended that the topics are covered under a spotlight session so that the discussion can be elaborated.

- Repairs spotlight
- Neighbourhood management/ caretaking/horticulture
- Recycling waste/building materials
- Mapping building composition so information on plumbing, electrics layout is available
- Parking TMO
- Building/ fires safety – communicating with residents

- 4.4 Members proposed that some of the above agenda items could take place outside the business meeting as dedicated spotlight session.

5.0 Complaint performance update Q1

- 5.1 DR provided an update on Q1 complaints against both stage 1 and stage 2 performance.

- 5.2 Responding to cases within target in Q1 has improved since previous quarter, although further improvements are required. Improvements have been made by reducing volume of complaints; in fact stage 1 complaints has reduced by 20% compared to two years ago.

- 5.3 Substantial improvement was made in stage 2 (response time) by progressing from 7% last year to 100% this year. DR explained improvement has been seen following centralising the stage 1 and 2 to the housing complaints team.

- 5.4 Breakdown of area of complaint per service area, highest to lowest was illustrated. Repairs continues to be the highest cause of complaint followed by boiler outages. Measures are being put in place to address problems ahead of winter, i.e. Winter Readiness Campaign/ investment in communal heating.

- 5.5 A new regulation due to be implemented in January 2026 will require local authorities to meter all buildings and send energy bills in the same way as British gas. In the event of boiler outage, refund will be provided on energy bills. The council will work an external company Chirpy to install metres in the buildings.

PC enquired around number of properties that have communal heating. DR said he will get the figures.

ACTION: NH to provide figure of number of units/buildings that use communal heating.

- 5.6 DR reported that the council will need to do some awareness campaign around the new regulation and wants to consult members first. LC proposed a spotlight session of Chirpy to discuss details of the energy supply agreements.

ACTION: NH to Organise further discussion with members at next meeting around building awareness of the upcoming regulation and invite Chirpy and Head of Asset Management.

- 5.7 SJ enquired about the leaks data, DR explained that although the data has been categorised under leaks, there may be multi-faceted issues such as damp and mould. DR said he will try and provide figures around volume of leaks.

SJ also highlighted that the performance data had historically illustrated leak figures. DR agreed to review the format of the report so that leaks data is available.

ACTION: NH to provide figures for volume of leaks and review current format of the performance graph so that leaks data is available.

- 5.8 DR highlighted the top causes of complaints, lessons learnt and actions being taken to overcome problems. This includes for example staff training in advance of Awaab law (comes to effect in October 2025), effective monitoring of tenancy change and tracking succession.
- 5.9 DR explained the context in the increase of Ombudsman's maladministration orders in Q1, this is due to inheriting historic cases and service failures from 2023/24. Also, during that period stage 2 complaint handling was not managed under the current housing management service.
- 5.10 PC reported that she had learnt from a training session that compensation offer letter that require 'acceptance of final offer' to sign off to be unlawful AR confirmed that LBTH has stopped requiring the 'acceptance' sign off since August.
- 5.11 LC enquired about the mitigation measures for reducing noise emerging from boilers. DR agreed to share details of properties where the council will put vibration noise mitigation measures in place coming from communal heating. DR explained that under the winter readiness campaign, investment is prioritised based on demand and further information on this can be shared around buildings where the noise mitigation works will be implemented.

ACTION: NH to share details of which buildings will have vibration noise (from boilers) mitigation measure put in place.

6.0 Performance Q1 update

- 6.1 DR provided an update on Q1 performance.
- 6.2 As per the request of PC, DR provided benchmarking Tenant Satisfaction Measure (TSM) data against other local authorities, performance figures were highlighted. Comparison against London average was not available as an external organisation, HouseMark, compiles this information. Once available, DR said this will be shared.

ACTION: When available share HouseMark report which provides details around average local authority performance.

- 6.3 Generally, LBTH comes 4th when compared to the other 7 local authorities which was highlighted. DR explained the benchmarking data is not based quarterly

rather it is an annual reflection of local authority ratings. DR also emphasised LBTHs overall satisfaction rating has improved by 10%.

- 6.4 DR explained that raw data needs understanding alongside qualitative data, as often residents may be dissatisfied with one specific issue and give a poor rating, however when you engage in a dialogue you establish that overall they are happy with the service they receive.
- 6.5 Members requested if the benchmarking graph could have a target or presented in a different way, e.g. using bar graphs. DR said once the HouseMark report is ready we will be able to add further details and review how we present this new reporting. In the meantime, DR agreed to share the benchmarking papers he produced for this meeting.

Discussion ensued around quality checks and what areas the landlord checks. DR said he can share the relevant reports, particularly the report submitted to the inspectors on a monthly basis.

ACTION: Review how the benchmarking report is presented, share the benchmark paper presented for this meeting, including remedial actions we got a C3 rating for and list of quality checks required.

- 6.6 DR reported that since self referrals, LBTH has halved overdue actions. Further progress will be made and close monitoring of work activities is undertaken and overseen by the Corporate Director and Chief Executive.
- 6.7 DR requested feedback on the format of the new performance report with key metrics. Members agreed to feedback. LC gave positive feedback on the current format presented.

ACTION: Members to feedback on the format of the key performance report.

- 6.8 As part of mapping stock composition, DR explained we are doing stock condition survey and will determine where investment is made. The stock condition survey will be completed next year and the data can be shared with members. DR also proposed inviting the Head of Asset Management who can provide further details.

ACTION: NH to share data from the stock condition survey and invite head of asset management to a future meeting.

Table 1: Status Quarter 1 2025/26 – Monthly indicators

STATUS	Red	Amber	Green	N/A	All
No. of indicators: Mar 2025	5 42%	4 33%	3 25%	0 0%	12 100%

7.0 AOB

- 7.1 NH reported that the Council is producing an annual housing report and would like to consult members on their experience to go into the report. NH will contact members in due course for their feedback.

ACTION: Members to note that they will be contacted to provide their input, i.e. engagement experience, which will be added on the housing management annual report.

- 8.0 Date of next meeting: 12th November 2025, 6pm -8pm**