

Tenants' Voice

Wednesday 21st January 2026, 6pm – 8.00pm, hybrid meeting

Present:

TV Members:

In person –

Daniele Lamarche (DL)	Leaseholder
Hasan Choudhury (HC)	Tenant
Syed Uddin (SU)	Tenant

Online -

Gibran Afzal (GA)	Tenant
-------------------	--------

Staff:

In person -

Fokrul Hoque (FH)	Head of Community Partnerships
Conor Lewis (CL)	Regulatory Assurance and Service Improvement
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer
Alfie Coates (AC)	Housing Policy and Regulations Officer
Jenny Fisher (JF)	Policy Analyst

Online

Geoff Ward (GW)	Acting Head of Housing Management
-----------------	-----------------------------------

Apologies:

Kabir Ahmed (KA)	Lead Cabinet Member for Housing
Pawla Cottage (PC)	Tenant
Garry Harper (GH)	Tenant
Luigi Candela (LC)	Leaseholder

Summary of actions

1. **Include full name of staff/resident in the summary of action table**
2. **Provide residents information on when communal heating is switched on/off.**
3. **Amend 2.3 of the November 2026 minutes regarding resident right of return.**
4. **Geoff Ward to find out if the gas supply contract covers all buildings managed by the council or just social housing.**
5. **Geoff Ward to share findings from the communal heating survey, due to take place in the summer, with Tenants' Voice in September 2026.**
6. **Alfie Coates feedback recommendation around incorporating energy efficiency measures such as solar panels on roofings.**
7. **Nojmul Hussain to send link to online damp and mould information on the council's webpage.**
8. **Geoff Ward to arrange tenant observation of stock survey exercise.**
9. **Nojmul Hussain to circulate draft annual work plan before the next meeting.**

1. Apologies

Apologies for absence was sent on behalf of Pawla Cottage, Garry Harper, Karen Mckenzie and Cllr Kabir Ahmed.

2. Minutes and matters arising

2.1 Members agreed minutes of the previous meeting.

2.2 Matters arising:

Daniele Lamarche (DL) requested summary of actions to include full names and not initials only.

ACTION: Include full name of staff/resident in the summary of action table.

2.3 Jenny Fisher (JF) highlighted 2.3 of the minutes and explained that it had not reflected the action accurately as the request was for council planning department to ask for a commitment from developers to have a good right of return policy, not compliance with the decant policy.

ACTION: Amend 2.3 of the November 2026 minutes in regards to residents right of return.

3.0 Ofgem Regulations

3.1 Geoff Ward (GW) presented an overview of local heat networks, how charges are calculated, ensuring value for money, overview of new Ofgem regulation which will be rolled out from the 27th January 2026 and its impact on housing providers and residents.

Tenants' Voice

GW explained under the new regulations, landlord accountability and compliance will be stronger.

3.2 Members enquired about charges, GW explained costs will be against the energy used only, not oncosts such as repairs and maintenance. For leaseholders this will be covered under their service charge.

3.3 Daniele Lamarche (DL) enquired whether residents have control on adjusting the temperature (keeping the heat on or off) as often communal heating can be left on for too long, thus incurring extra costs to the resident. She asked if a feedback system can be put in place to inform heating schedules according to actual changes in weather.

Syed Uddin (SU) requested information around when the communal heating is switched on/ off is shared with residents.

ACTION: Explore whether residents can offer feedback on whether communal is seasonally needed and provide residents information on when communal heating is switched on/off.

3.4 Hasan Choudhury (HC) enquired about the 12-month implementation rollout for the Ofgem regulated heat networks - GW reported the roll out is for the existing communal heating networks but all new development must be Ofgem regulated before tenants move in.

3.5 Jenny Fisher (JF) asked if our gas supply contract, for fuelling buildings, covers all landlord properties and wider areas like schools. GW said he will investigate and feedback to JF.

ACTION: Geoff Ward to find out if our gas supply contract covers all buildings managed by the council or just social housing.

3.6 GW reported that in the summer, the council will procure a contractor to undertake a detailed survey of all communal heating. The findings from this will inform long term investments. GW said this can be shared with Tenants' Voice members.

ACTION: Geoff Ward to share findings from the communal heating survey, due to take place in the summer, with Tenants' Voice in September 2026.

4.0 Housing Management Asset Strategy 2026-30

4.1 Alfie Coates (AC) provided an overview of the new Housing Management Asset Strategy. The consultation for this commenced on the 3rd of November and closes on 6th February 2026. As part of the consultation a resident workshop took place on 14th January 2026. AC highlighted that the strategy is underpinned by five key priorities. These are:

- Damp and mould
- Building safety and repairs
- Evidence based long term investment
- Resident Voice, Partnerships and Scrutiny
- Energy efficiency and carbon reduction.

4.2 AC reported that the feedback from the workshop included:

- upgrading single glazing windows, reducing condensation and improving energy efficiency; strategy to address telecommunications towers on housing blocks.
- DL also noted feedback from previous consultation including recommendations to fit solar and heat pumps on newbuilds and retrofit old units in consultation and partnerships with residents, as has been done in Aldgate and other boroughs.
- She also noted an absence of commitments to reusing, recycling and reselling waste materials from demolition as is common practice in the City of London (overseen in partnership with LBTH's former Sustainability Officer) and in parts of Europe which have paved the way to create H&S standards for such processes and encourage behavioural change to help reduce carbon emissions.

Jenny Fisher (JF) reported that if you are working on demolishing for a new build scheme, waste materials must be taken into account and that officers within LBTH have substantial expertise in this area to share.

GW confirmed that this strategy has not taken this into account. DL proposed that the strategy incorporates energy efficiency measures within the strategy such as solar panels and recycling waste materials.

JF recommended that GW contacts the officer to help incorporate recycling of waste materials.

- Alfie Coates reported he will take back the recommendation but cannot commit to incorporating this at this point; DL suggested 'working towards' was not too strong a wording, in keeping with LBTH's commitments to net zero and that standards are being implemented.

GW stated that over the next five years they will explore funding opportunities to support renewals such as heat pumps, solar panel and bio solar.

- DL also noted a need to map electrical, heating, plumbing and entry door systems on blocks would also allow for repairs team to remotely diagnose problems and bring the right materials, saving costs and the time of repairs teams and residents alike.
- Discussion ensued around interactive maps, which provides details of blocks, however this data is not available since transitioning back to the council.

Geoff Ward (GW) explained that his team is responsible for managing the interactive map and that once the new 10-year capital programme is approved, they can update the interactive map which will be accessible. This is essentially an outcome of the asset strategy.

Tenants' Voice

- Fokrul Hoque (FH) stated that as we are now part of the council, much of the housing management information can get lost under wider council services such as education, planning, council tax etc. Work is being undertaken to help enhance visibility of housing management related services/data.
- Residents stated they would like more transparency on the information we hold on buildings and that this should be accessible for residents.

AC reported that there is a commitment to work alongside TRAs and residents to ensure this commitment is followed through.

- Daniele Lamarche (DL) expressed concerns around telecommunication companies erecting phone masts and the lack of communication with residents in spite of Housing Asset team agreements in May 2023 that communication protocols and processes would be drafted and actioned.

DL felt responsibility for monitoring the quality of works undertaken, equipment maintenance and legal compliance with statutory levels of radiation emitted also need to be checked at least annually.

- A gap in interface responsibility for overseeing phone masts between Housing Asset Management Strategy and Corporate Strategic Asset Management Plan (SAMP) who negotiate their placement. AC agreed to raise this as part of the Housing Asset Management Strategy.

ACTION: Alfie Coates feedback to management around incorporating energy efficiency measures above and to raise telecommunications issues. All such feedback will help inform a final version of the strategy.

4.3 Tenants' Voice members provided the following feedback:

- Awaab law – Hasan Choudhury (HC) enquired our measures to address damp and mould. AC reminded members that the council has produced a new damp and mould policy and measures are in place. AC proposed sending the online information link to the group.

ACTION: Nojmul Hussain to send members link to the council damp and mould policy and resident information.

- HC expressed concerns around properties that have persistent damp and mould which is not permanently resolved.
- DL noted a good standards of record keeping is needed to help operators resolve problems faster and more efficiently. For example, records on her own block suggest inspections and repairs have been made when they visibly haven't. This becomes a barrier to such negligence being resolved. In the absence of quality information, centralisation of records is ineffectual. And though residents know what the problems are, the use of external contractors to undertake inspections means, for instance, that winter flooding of staircases would not be evident in dry summer months.

Tenants' Voice

- HC emphasised the need to apply financial sanctions/fines on contractors for missed appointments or poor performance. Conner Lewis (CL) agreed to check if this is still being applied.
- Syed Uddin (SU) proposed whether tenants could observe a stock survey. GW agreed to help arrange this.

ACTION: Geoff Ward to arrange tenant observation of a stock survey. Further consideration of record-keeping approaches to be revisited.

5.0 Complaints Q3 update

5.1 Connor Lewis (CL) provided an update on Q3 complaints handling and gave members opportunity to ask questions. Key highlights included:

Stage 1 –

- complaints received has reduced slightly compared to this same period in the previous financial year.
- Performance for responding to cases within target remains the same as this time last year. The performance in Q3, declined mainly in the final month, due to staffing shortages and performance issues with one of our external contractors.
- To improve complaint performance for stage 1s, we have carried out monthly training with the Repairs team and other Service areas. The Complaints Team has held weekly meetings with the management of our contractors with a focus on the overdue and new complaints.

Stage 2 –

- The service has maintained it's 100% performance for Q3. This reflects the positive, consistent service being delivered for residents.
- In Q3 there has been a decrease in stage 2 escalations with 21.2% of stage 1's being escalated compared to 23.44% in Q2. This is despite the difficulties that arise during the winter period with repairs.
- Escalations are mainly driven by prolonged delays in essential repairs, unresolved leaks, heating and hot water failures, and repeated instances of poor contractor performance. This is further compounded by poor communication, missed appointments, unclear information, and failures to progress cases promptly, often leaving residents in unsafe conditions or without essential services.

5.2 CL highlighted the breakdown of complaints by service areas, which showed repairs continues to be the highest area of complaints received. CL also highlighted performance against overdue complaints by service area.

5.3 Upheld complaints - CL highlighted performance against upheld complaints for both stage 1 and 2. The latter having a higher rate of upheld complaints. CL explained the importance of understanding upheld complaints as this provides insight into where improvements need to be made. Furthermore, increasing

Tenants' Voice

volume of complaints can be seen positively as it shows residents understand the complaints handling process and have confidence in raising concerns.

- 5.4 Ombudsman's cases – Figures were highlighted and CL explained that some cases are historic dating back to 2022.
- 5.5 Communication –
- 5.6 Syed Uddin (SU) enquired about the Council's communication strategy and Fokrul Hoque (FH) reported that whilst there is a wider council communication strategy, FH will be looking at overall engagement work and our communication as part of our Service Level Agreement.

SU emphasised that much of the issues around performance is underpinned by communication which needs improving, i.e. how the council interacts with residents.

- 5.7 DL emphasised the issue around disjointed communication between departments and that the asset strategy should factor in co-ordinated communication. For example, DL a telecommunications company has recently erected scaffolding which could have been utilised to do a quick remedial removal of buddleia growing on the bin room roof. While residents were informed by Estate Parking to remove vehicles for a crane and roads have been closed, residents have received no notifications of planned works. Some feared capital works expenses would be incurred, others had no idea where to complain about 7:30 am starts to works.

A lack of joint-up approaches and early interventions means maintenance becomes more costly. Residents also give up on raising complaints.

- 5.8 Connor Lewis (CL) informed members that have a new communications officer in post who is utilising different channels such as MyEastEnd and whatsapp to disseminate messages to residents.

DL emphasised the importance of two-way communication; residents are aware of block needs where remote housing officers and external contractors are not. (She also noted that her block has never received MyEastEnd and has no TRA.) Discussion took place around ensuring this.

Fokrul Hoque (FH) reported a plethora of resident engagement work will take place such as estate inspections. This will enable residents to actively get involved and for the council to hear direct feedback from residents.

- 5.9 Hasan Choudhury (HC) mentioned how repair and ASB problems on his block has not been resolved as operators pass on the problem to different departments and responsibility for corrective action becomes lost. This reiterates the point about poor joint up communication between different services.

DL noted that in the absence of local housing offices where residents can accountably inform officers face-to-face of emerging patterns and issues arising, holistically opportunities to work more efficiently are lost.

FH explained the current roles and challenges around this. For example, whilst housing officers play a role in this, they are also required to meet other regulatory expectations which places challenges. This will be something that needs to be addressed as part of a longer-term solution.

Tenants' Voice

- 5.10 Syed Uddin (SU) emphasised the need for residents to see current policies in place, such as communication, being implemented. As complaints indicate that such polices are not materialising as intended to.

6.0 Performance update Q3

Conor Lewis (CL) provided an update on Q3 performance and highlighted performance against key target areas.

Calls answered on time YTD 73.1% Target: 85.0% (-12.6%)	S1 Complaints responded on time YTD 72.1% Target: 90.0% (-20.9%)	S2 Complaints responded on time YTD 100% Target: 90.0% (+10%)
Repairs completed first time YTD 77.9% Target: 84.0% (-8.2%)	Emergency repairs on target YTD 94.3% Target: 98.0% (-4.9%)	Non emergency on target YTD 87.3% Target: 93.5% (-6.0%)
Repair satisfaction YTD 90.0% Target: 88.3% (+5.0%)	Time taken to let property YTD 37.3 Target: 31.0 (-9.4)	Time taken to let property (long term) YTD 55.5 Target: 40.0 (-15.0)
Rent arrears as % of debt YTD 4.59% Target: 4.50% (-0.11%)	Rent collected YTD 98.5% Target: 98.3% (+1.5%)	Leasehold collections YTD 98.8% Target: 100.0% (+1.2%)

- 6.1 DL felt whilst the performance data illustrates an upward trajectory, actual experience does not reflect the same positivity. The call answering time was one such example – *eg shifting reported response times means residents can wait on the phone for help as long, or longer than 45 minutes after being initially told of a 6 minute response time.*

Nojmul Hussain (NH), informed members of the mystery shopping exercise task which found long answering calls, subsequently the task could not be completed to assess overall customer service.

7.0 AOB

- 7.1 NH highlighted the draft annual work plan for 2026-27 and will circulate this for discussion prior to the next meeting.

ACTION: Nojmul Hussain to circulate draft annual work plan before the next meeting.

- 7.2 Conor Lewis reported that we will be reviewing the content of our website in the coming months, and feedback will be welcomed.

8.0 Date of next meeting: Wednesday 25th March 2026.