

Appendix 3

Executive Mayor's Office

Tower Hamlets Town Hall
Mulberry Place
5 Clove Crescent
London E14 2BG

housing.strategy@towerhamlets.gov.uk
www.towerhamlets.gov.uk

Dear resident,

Consultation on the review of Tower Hamlets Homes

I am writing to update you on the future of Tower Hamlets Homes, an organisation created in 2008 that manages and maintains council housing on behalf of the council.

In July 2018, the contract with Tower Hamlets Homes was extended for two years, and the council must now decide what will happen from July 2020 onwards.

The council commissioned Altair Ltd, an independent housing consultancy, to review our options for the future.

The specific options examined by Altair were to:

1. Bring all Tower Hamlets Homes services back in-house.
2. Extend the existing Tower Hamlets Homes management agreement, or
3. Extend the existing Tower Hamlets Homes management agreement and shift some services between the council and Tower Hamlets Homes.

We want to choose the option that will ensure the best possible housing service to residents, securing fire safety and improving the council's physical assets.

I am now publishing the Altair report on our website so all tenants and leaseholders can read their findings and recommendations. You can find this online here:

- www.towerhamlets.gov.uk/THHConsultation

Taking into account the findings and recommendations from Altair, I am currently minded to extend the council's management agreement with Tower Hamlets Homes for up to eight years (to 2028), with a possible break after four years (in 2024).

There are a number of reasons why I think this is the best way forward. Tower Hamlets Homes has had a number of successes:

- Housing management service performance has improved.
- Resident satisfaction has steadily increased.
- Provided better value, so far saving over £4 million in the last three years.

Not extending the contract, and moving the service back into the council, risks disruption to Tower Hamlets Homes' service improvements and the continuing benefits for residents.

I am also proposing to explore the scope for additional service transfer options from the council to Tower Hamlets Homes, in a limited number of areas:

- New build, for example delivering new build homes on rooftops, and possible in-fill schemes.
- Aspects of private sector management powers where these can help better resolve management problems on estates.
- Management of acquired temporary accommodation and possibly homes not owned by Tower Hamlets Homes.

Before I make a final decision, I am interested to hear your views on this proposal and on Tower Hamlets Homes and the service it provides.

Please email your comments to **housing.strategy@towerhamlets.gov.uk** or you can telephone **020 7364 7037**.

The closing date for comments is midnight on **10 June 2019**.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'John Biggs', with a long horizontal line extending to the right.

Mayor John Biggs
Executive Mayor of Tower Hamlets