

# HOUSING & REGENERATION SCRUTINY SUB COMMITTEE

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**Monday, 22 July 2019 at 6.30 p.m.**

**MP701 - Town Hall Mulberry Place**

**This meeting is open to the public to attend.**

**Members:**

Chair: Councillor Dipa Das

Vice-Chair: to be appointed

Councillor Shah Ameen, Councillor Eve McQuillan, Councillor Ayas Miah, Councillor Helal Uddin and Councillor Andrew Wood

**Substitutes:**

Councillor Shad Chowdhury, Councillor Mohammed Pappu and Councillor Leema Qureshi

**Co-opted Members:**

Anne Ambrose

Moshin Hamim

Tenant Representative

Leaseholder Representative

[The quorum for this body is 3 voting Members]

**Contact for further enquiries:**

The Committee Services Officer

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Web: <http://www.towerhamlets.gov.uk>

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QR code for smart phone users.

**APOLOGIES FOR ABSENCE**

- |     |  |         |
|-----|--|---------|
| 1.  | <b>DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS</b><br><br>To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992. See attached note from the Monitoring Officer. | 5 - 8   |
| 2.  | <b>MINUTES OF THE LAST MEETING AND ACTIONS</b><br><br>To approve the unrestricted minutes of the Housing Scrutiny Sub-Committee held on 09.04.19.  | 9 - 16  |
| 3.  | <b>HOUSING &amp; REGENERATION SCRUTINY SUB-COMMITTEE TERMS OF REFERENCE 2019/20.</b><br><br><div style="text-align: right;">18.30-18.40 (10 MINS)</div>  | 17 - 26 |
| 4.  | <b>APPOINTMENT OF VICE-CHAIR</b><br>For elected Members to appoint a Vice-Chair of the Housing & Regeneration Scrutiny Sub-Committee.<br><br><div style="text-align: right;">18.40-18.45 (5 MINS)</div>  |         |
| 5.  | <b>HOUSING &amp; REGENERATION COMMITTEE WORK PROGRAMME</b><br><br><div style="text-align: right;">18.45-18.55 (10 MINS)</div>  | 27 - 28 |
| 6.  | <b>REPORTS FOR CONSIDERATION:</b>  |         |
| 7.  | <b>ALLOCATIONS POLICY</b><br>This will be a verbal presentation delivered by Rafiqul Hoque (Head of Housing Options).<br><br><div style="text-align: right;">18.55-19.50 (55 MINS)</div>   |         |
| 8.  | <b>FIRE SAFETY SCRUTINY REVIEW ACTION PLAN UPDATE</b><br><br>To Follow - Report to be presented by Mark Baigent – Interim Divisional Director of Housing and Regeneration.<br><br><div style="text-align: right;">19.50-20.20 (30 MINS)</div>  |         |
| 9.  | <b>ANY OTHER BUSINESS</b>  |         |
| 9.1 | <b>SOCIAL HOUSING LANDLORDS PERFORMANCE REPORT - Q4 2018/19</b><br>Presented by Shalim Uddin RP Coordinator.<br><br><div style="text-align: right;">20.20-20.30 (10 MINS)</div>  | 29 - 60 |
| 9.2 | <b>EXCLUSION OF PRESS AND PUBLIC</b>   |         |
| 9.3 | <b>RESTRICTED MINUTES OF THE LAST MEETING</b><br><br>To note the restricted minutes of the last meeting held on 09.04.19.  | 61 - 62 |

**Next Meeting of the Sub- Committee**

The next meeting of the Housing & Regeneration Scrutiny Sub Committee will be held on Tuesday, 10 September 2019 at 6.30 p.m. in MP702 - Town Hall Mulberry Place

## **DECLARATIONS OF INTERESTS - NOTE FROM THE MONITORING OFFICER**

This note is for guidance only. For further details please consult the Members' Code of Conduct at Part 5.1 of the Council's Constitution.

Please note that the question of whether a Member has an interest in any matter, and whether or not that interest is a Disclosable Pecuniary Interest, is for that Member to decide. Advice is available from officers as listed below but they cannot make the decision for the Member. If in doubt as to the nature of an interest it is advisable to seek advice **prior** to attending a meeting.

### **Interests and Disclosable Pecuniary Interests (DPIs)**

You have an interest in any business of the authority where that business relates to or is likely to affect any of the persons, bodies or matters listed in section 4.1 (a) of the Code of Conduct; and might reasonably be regarded as affecting the well-being or financial position of yourself, a member of your family or a person with whom you have a close association, to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward affected.

You must notify the Monitoring Officer in writing of any such interest, for inclusion in the Register of Members' Interests which is available for public inspection and on the Council's Website.

Once you have recorded an interest in the Register, you are not then required to declare that interest at each meeting where the business is discussed, unless the interest is a Disclosable Pecuniary Interest (DPI).

A DPI is defined in Regulations as a pecuniary interest of any of the descriptions listed at **Appendix A** overleaf. Please note that a Member's DPIs include his/her own relevant interests and also those of his/her spouse or civil partner; or a person with whom the Member is living as husband and wife; or a person with whom the Member is living as if they were civil partners; if the Member is aware that that other person has the interest.

### **Effect of a Disclosable Pecuniary Interest on participation at meetings**

Where you have a DPI in any business of the Council you must, unless you have obtained a dispensation from the authority's Monitoring Officer following consideration by the Dispensations Sub-Committee of the Standards Advisory Committee:-

- not seek to improperly influence a decision about that business; and
- not exercise executive functions in relation to that business.

If you are present at a meeting where that business is discussed, you must:-

- Disclose to the meeting the existence and nature of the interest at the start of the meeting or when the interest becomes apparent, if later; and
- Leave the room (including any public viewing area) for the duration of consideration and decision on the item and not seek to influence the debate or decision

When declaring a DPI, Members should specify the nature of the interest and the agenda item to which the interest relates. This procedure is designed to assist the public's understanding of the meeting and to enable a full record to be made in the minutes of the meeting.

Where you have a DPI in any business of the authority which is not included in the Member's register of interests and you attend a meeting of the authority at which the business is considered, in addition to disclosing the interest to that meeting, you must also within 28 days notify the Monitoring Officer of the interest for inclusion in the Register.

**Further advice**

For further advice please contact:

Asmat Hussain, Corporate Director Governance & Monitoring Officer Tel 020 7364 4800

## APPENDIX A: Definition of a Disclosable Pecuniary Interest

(Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, Reg 2 and Schedule)

Subject	Prescribed description
Employment, office, trade, profession or vacation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by the Member in carrying out duties as a member, or towards the election expenses of the Member.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority—</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to the Member's knowledge)—</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where—</p> <p>(a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.</p>

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# LONDON BOROUGH OF TOWER HAMLETS

# MINUTES OF THE HOUSING SCRUTINY SUB COMMITTEE

**HELD AT 6.30 P.M. ON TUESDAY, 9 APRIL 2019**

**MP702, 7TH FLOOR, TOWN HALL, MULBERRY PLACE**

### Members Present:

Councillor Dipa Das (Chair)  
Councillor Dan Tomlinson (Vice Chair)  
Councillor Gabriela Salva Macallan  
Councillor Shah Ameen  
Councillor Shad Chowdhury  
Councillor Andrew Wood

### Co-opted Members Present:

Anne Ambrose Tenant Representative

**Other Councillors Present:**

Councillor Marc Francis  
Councillor Asma Islam

**Others Present:**

Sandra Fawcett	THHF Chair
William Manning	Tower Hamlets Homes
Simon Moore	Thames Water
John Hernon	Thames Water
Celia Larkin	Thames Water
Hilary Kelly	Tower Hamlets Homes
Lisa Buckingham	Clarion Housing Association
Catherine Kyne	Clarion Housing Association

**Officers Present:**

Mark Baigent	Interim Divisional Director, Housing and Regeneration
Abidah Kamali	Strategy and Policy Manager (Place)
Rushena Miah	Committee Officer
Matthew Pullen	Infrastructure Planning Manager
Steven Heywood	Planning Officer (Plan making team)
Shalim Uddin	Affordable Housing Coordinator

**Apologies:**

Moshin Hamim

Leaseholder Representative

**1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS**

Councillor Gabriela Salva Macallan declared a personal interest in that she resides in a Clarion Housing Association property and that she works for the charity Groundwork, who participated through evidence in the Housing Open Spaces Scrutiny Review..

**2. MINUTES OF THE PREVIOUS MEETING**

**RESOLVED:**

1. The minutes of the meeting held on 26 February 2019 were approved as an accurate record and signed by the Chair.

**3. REPORTS FOR CONSIDERATION**

The Chair decided to change the order of business at the meeting. The reports were discussed in the following order:

- The National Planning Policy Framework and Letwin Review on Build Out Rates
- Responding to Growth and Water Infrastructure Needs and Tackling the Issue of Low Water Pressure
- Social Landlord Performance Quarter 3
- Infrastructure Planning and the Infrastructure Delivery Plan
- Strategic Plan Reporting Quarter 1-3, 2018/19.

The minutes will follow the order published on the agenda.

**4. RESPONDING TO GROWTH AND WATER INFRASTRUCTURE NEEDS AND TACKLING THE ISSUE OF LOW WATER PRESSURE**

The Committee received the report of Matthew Pullen (Infrastructure Planning Manager) regarding low water pressure. Simon Moore and colleagues from Thames Water (TW) were present to respond to questions from Members.

In response to Member questions Thames Water representatives provided the following:

- TW representative agreed to provide the Committee with a detailed breakdown of complaints.
- Members informed Thames Water that there was a common issue in the borough in that once water was used in one part of the house, pressure fell elsewhere. TW representatives said that booster boxes were installed for the whole block and were designed to supply the whole property.

- TW had installed boosters to improve areas as a whole, not just for the new builds.
- TW takes measurements throughout the day and at critical points. Where there is a low pressure issue a technician is sent to investigate. A measurement device is left at the customer's stop value for the next couple of days to continue to record pressures. TW produces an annual pressure profile.
- Members reported that residents had experienced a reduction in water pressure after the introduction of a new build in the area. They asked if TW could install temporary measures in blocks to resolve problems in the short term, whilst longer term infrastructure was being developed.
- TW representatives said that they were operating at an average pressure of 1.8 bar which was above the 1 bar statutory requirement. Members pointed out that Bow and Poplar were getting below the average pressure.
- TW representatives said additional booster pumps had been installed to address concerns raised by Tower Hamlets residents. They were not aware of further projects to install additional boosters in blocks. There was however a longer term plan for reinforcing works from Walthamstow to feed into the borough, over the next year, which would alleviate pressure issues.
- Customers were now paying bills directly to TW rather than via their landlords. There was a query about bill increases when Tower Hamlets Community Housing was acting as a collection agent. TW said they would need to investigate the query outside of the meeting before they could comment.
- With regards to lowering bills, TW offered a range of affordable tariffs and advised people to look into switching their tariff to lower costs.
- TW agreed to provide the Committee with data on the number of call outs in relation to low pressure complaints.
- Councillors were asked to send Simon Moore a list of affected properties or housing association blocks affected by low pressure for investigation. Councillors said Poplar HARCA properties in particular seemed to be significantly affected.

**RESOLVED:**

1. To note the report.

**ACTIONS:**

- TW to provide the Committee with a detailed breakdown of complaints.
- TW to provide the Committee with data on the number of call outs in relation to low pressure complaints.

## **5. INFRASTRUCTURE PLANNING AND THE INFRASTRUCTURE DELIVERY PLAN**

The Committee received a presentation from Matthew Pullen (Infrastructure Planning Manager) on the Infrastructure Delivery Plan.

In response to Member questions officers provided the following:

- The council had a general idea of how much infrastructure was required. The infrastructure delivery plan was at a formative stage and additional projects could be included.
- A new occupancy survey was being conducted that collected data on whether infrastructure was being used as intended. It was for example looking at whether three bed properties were being used by families or single individuals. Registered Providers were being approached to assist with the survey in order to provide benchmarking data.
- The council allocates sites for social infrastructure. It conducts viability impacts and determines the level of affordable housing. Housing and infrastructure assessments are conducted simultaneously in order to anticipate need.
- Consultation exercises included surveys, information posters at Idea Stores, website and videos, drop-in sessions and workshops. The council aims to employ digital solutions in order to improve accessibility. It was a challenge to balance resources against the number of projects.
- Members said it was difficult to locate the Infrastructure Delivery Plan on the Council's website.
- There has been a slight delay on the Annual Infrastructure Plan due to a planning inspectorate examination. The annual update and examination results are due to be published later in the year.
- The council works closely with the London Legacy Development Corporation that has the overall authority for planning and delivery, including the allocation of S106 money.

**ACTION: For Matthew Pullen to ensure the Infrastructure Delivery Plan is easily accessible via the Infrastructure Planning page of the Council's website.**

### **RESOLVED:**

1. To note the presentation.

## **6. NPPF UPDATE AND LETWIN REVIEW ON BUILD-OUT RATES**

The Committee received a presentation from Steven Heywood (Planning Officer) on the National Planning Policy Framework and Letwin Review.

In response to Member questions officers provided the following:

- Housing projections were informed by a combination of the London Plan and Local Plan. Tower Hamlets was maintaining targets above the national average in relation to affordable housing delivery. A slow-down was not expected.
- The Letwin review was not targeted to London. It discussed issues around shortages in labour and building skills, which seemed to apply to areas like Kent, Essex and Surrey, where building projects were not being completed in time. In contrast Tower Hamlets had been a top deliverer for the last 8-9 years.

The Chair thanked officers for their report.

**RESOLVED:**

1. To note the presentation.

**7. SOCIAL HOUSING LANDLORD PERFORMANCE REPORT - Q3 2018/19**

The Committee received a report on Q3 2018/19 performance indicators, introduced by Shallim Uddin (Affordable Housing Co-ordinator). Catherine Kyne and Lisa Buckingham from Clarion were present to respond to Member questions.

Representatives from Clarion acknowledged that complaints were not being responded to in time but said that they were working on improving the quality of responses as a priority and then would look to improve the speed of the response. Reasons for delay included:

- A two-step review process by management on responses which sometimes resulted in redrafts and subsequent delays.
- The underlying service – the organisation was transitioning from one repair service to a new contractor so they were also dealing with routine day to day complaints as well as new contractor teething issues. This inflated demands on officer time. It was predicted that once the contractor performance issues improved, enquiry response times would improve.

Clarion have a bulk pick up service and an officer dedicated to resolving refuse issues. If there was a boundary issues they would communicate with the council to get the rubbish cleared.

Clarion was planning to introduce a gold silver bronze performance standard on blocks. Bronze blocks would generate an investigation and action plan.

It was noted that Circle Housing had been poorly performing and had since been TUPE transferred to Clarion, where its performance improved to a

satisfactory level. Members said it was important residents got better than satisfactory going forward.

Members appreciated Clarion's candour in acknowledging that there was room for improvement. They said they hoped Clarion would use complaints as a learning opportunity and requested a written update in six months' time.

The Committee requested that performance data be presented in a consistent format. They preferred to view 6 monthly reporting and the quarter 4 year end reporting should provide year on year comparisons.

**ACTIONS:**

- **Sandra Fawcett to speak to the THHF benchmarking sub-group Chair about driving up performance where levels were at 50% or less.**
- **Sandra Fawcett to advise Shalim Uddin and Mark Baigent on preferred reporting format outside of the meeting.**

**RESOLVED:**

1. To note the report.

**8. STRATEGIC PLAN REPORTING Q1-Q3 2018/19 - EXTRACT FROM THE CABINET REPORT: ACTIVITIES AND MEASURES RELATING TO HOUSING**

The Committee received the report of Mark Baigent, Interim Divisional Director of Housing and Regeneration, on the Strategic Plan Q3 2018/19.

The Committee noted that the Regeneration Team would be recruiting new officers to implement the regeneration plans for the borough and that information on action plans and timelines would be advisable by the new officers.

Members requested breakdown of affordable and socially rented units.

**ACTION:**

Mark Baigent to provide the Committee with a breakdown of affordable and social rent units.

**RESOLVED:**

1. To note the report.

**9. EXCLUSION OF PRESS AND PUBLIC**

The press and public were excluded from the proceedings, in accordance with Section 100 (A) of the Local Government Act 1972 as amended, on the grounds that further consideration of the item and options would involve the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A to the Act. -

Information relating to the financial or business affairs of any particular person (including the authority holding the information) and would not be in the public interest.

**10. ANY OTHER BUSINESS - RESTRICTED PART 2 ITEM**

The Committee moved into a closed session to discuss the options appraisal conducted on Tower Hamlets Homes.

The meeting ended at 8.44 p.m.

Chair, Councillor Dipa Das  
Housing Scrutiny Sub Committee

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<p>Non-Executive Report of the:</p> <p><b>Housing &amp; Regeneration Scrutiny Sub Committee</b></p> <p>Monday, 22 July 2019</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Asmat Hussain Corporate Director, Governance and Monitoring Officer</p>	<p><b>Classification:</b> Open (Unrestricted)</p>
<p><b>Housing &amp; Regeneration Scrutiny Sub-Committee Terms of Reference, Quorum, Membership and Dates of Meetings 2019/20</b></p>	

<b>Originating Officer(s)</b>	Rushena Miah-Committee Officer
<b>Wards affected</b>	(All Wards);

## Executive Summary

This report sets out the Terms of Reference, Quorum, Membership and Dates of Meetings of the Housing & Regeneration Scrutiny Sub-Committee for the Municipal Year 2019/20 for information.

## Recommendations:

The Housing & Regeneration Scrutiny Sub-Committee is recommended to:

1. Note its Terms of Reference, Quorum, Membership, and Dates of future meetings as set out in the appendices of this report.

## **1. REASONS FOR THE DECISIONS**

- 1.1 This report is for the information of the sub- committee and no specific decisions are required.

## **2. ALTERNATIVE OPTIONS**

- 2.1 Not applicable to the report.

## **3. DETAILS OF THE REPORT**

- 3.1 At the Annual General Meeting of Council held on 15 May 2019, the Authority approved the review of proportionality, establishment of the Committees, Panels of the Council and the appointment of Members. It delegated authority to the Overview and Scrutiny Committee to establish its sub-committees.
- 3.2 The Overview and Scrutiny Committee met on the 20 May 2019 and agreed to set up three sub-committees, including this one, on which occasion they agreed the terms of reference for all three sub-committees. The groups have since submitted their nominations for membership which have been agreed by the Corporate Director for Governance.
- 3.3 It is within tradition that following the Annual General Meeting of the Council at the start of the Municipal Year, at which various committees are established, that those committees note their Terms of Reference, Quorum and Membership for the forthcoming Municipal Year. These are set out in the appendices of the report.
- 3.4 The Sub-Committee's meetings for the remainder of the year have been agreed by the Corporate Director for Governance and are set out in Appendix 3 of this report.
- 3.5 Meetings are scheduled to take place at 6.30pm except where the meeting falls within the month of Ramadan where they will aim to take place at 5.30pm. The Sub-Committee may wish to discuss an appropriate start time that suits it's Members at the first meeting of the Sub-Committee.
- 3.6 It may be necessary to convene additional meetings of the Sub-Committee should urgent business arise. Officers will consult with the Chair and Members as appropriate.

## **4. EQUALITIES IMPLICATIONS**

- 4.1 Not applicable to this report

## **5. OTHER STATUTORY IMPLICATIONS**

5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:

- Best Value Implications,
- Consultations,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.
- Data Protection / Privacy Impact Assessment.

5.2 Not applicable.

## **6. COMMENTS OF THE CHIEF FINANCE OFFICER**

This report recommends that the Housing & Regeneration Scrutiny Sub-Committee note its Terms of Reference, Quorum, Membership, and Dates of future meetings as set out in Appendices 1-3. There are no direct financial implications arising from this report.

## **7. COMMENTS OF LEGAL SERVICES**

7.1 The Council is required by section 9F of the Local Government Act 2000 to have an Overview and Scrutiny Committee and to have executive arrangements that ensure the committee has specified powers. Consistent with this obligation, the Council's Constitution provides that the Overview and Scrutiny Committee can appoint such Sub-Committees or Scrutiny Panels as the Committee considers appropriate from time to time to carry out individual reviews under the Overview and Scrutiny work programme.

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## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- NONE

### **Appendices**

- Appendix 1 – Terms of Reference
- Appendix 2 – Membership
- Appendix 3 – Dates of Meetings and Meeting Procedure

**Local Government Act, 1972 Section 100D (As amended)**

**List of “Background Papers” used in the preparation of this report**

List any background documents not already in the public domain including officer contact information.

- NONE.

**Officer contact details for documents:**

Or state N/A

## Housing and Regeneration Scrutiny Sub-Committee

<b>Summary Description:</b> The Housing and Regeneration Scrutiny Sub-Committee will undertake overview and scrutiny pertaining to housing management and planning matters, as well as regeneration strategy and sustainability, including economic development, regeneration and inequality; and employment strategy and initiatives and skills development.	
<b>Membership:</b> 6 non-executive councillors – the chair and five councillors	
Functions	Delegation of Functions
1. Reviewing and/or scrutinising decisions made or actions taken in connection with the discharge of the Council's housing and regeneration functions;	None
2. Advising the Mayor or Cabinet of key issues/questions arising in relation to housing and regeneration reports due to be considered by the Mayor or Cabinet;	None
3. Making reports and/or recommendations to the Council and/or Mayor or Cabinet in connection with the discharge of housing and regeneration functions;	None
4. Delivering (3) by organising an annual work programme, drawing on the knowledge and priorities of the Council, registered providers and other stakeholders, that will identify relevant topics or issues that can be properly scrutinised;	None
5. Holding service providers to account, where recent performance fails to meet the recognised standard, by looking at relevant evidence and make recommendations for service improvements;	None
6. Considering housing and regeneration matters affecting the area or its inhabitants, including where these matters have been brought to the attention of the sub-committee by tenant and resident associations, or members of the general public; and	None
7. The sub-committee will report annually to the Overview and Scrutiny Committee on its work.	None
<b>Quorum:</b> Three voting Members	
<b>Additional Information:</b> Is contained in: <ul style="list-style-type: none"> <li>• Constitution Part A Section 9 (Overview and Scrutiny Committee and Scrutiny Sub-Committees / Panels)</li> <li>• Constitution Part B Section XX (tbc. Constitution review taking place 2019/20) (Overview and Scrutiny Rules)</li> </ul>	

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**LONDON BOROUGH OF TOWER HAMLETS**  
**SCRUTINY COMMITTEE MEMBERSHIPS 2019- 2020**  
**AS AGREED BY THE CORPORATE DIRECTOR FOR GOVERNANCE**

<b>HOUSING &amp; REGENERATION SCRUTINY SUB-COMMITTEE</b> (Seven members of the Council)			
<b><i>Labour Group (6)</i></b>	<b><i>Conservative Group (1)</i></b>	<b><i>Ungrouped (0)</i></b>	<b><i>Co-opted Members (6)</i></b>
Councillors: Dipa Das – Chair/Lead Shah Ameen Eve McQuillan Ayas Miah Helal Uddin  <u>Substitutes –Councillors:-</u> Mohammed Pappu Shad Chowdhury Leema Qureshi	Councillor Andrew Wood  Substitutes:-  Councillor Peter Golds	N/A	Anne Ambrose – Tenant Representative  Moshin Hamim – Leaseholder Representative

**Quorum:** The quorum for the committee is 3.

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**HOUSING & REGENERATION**  
**SCRUTINY SUB-COMMITTEE**

**MEETING PROCEDURE AND SCHEDULE OF MEETING DATES**  
**2019 -2020**

**1. Chair and Membership**

- 1.1 Sub-Committees will be chaired by a Member of the Overview and Scrutiny Committee. For this Sub-Committee it will be the Lead Scrutiny Member for Housing & Regeneration for 2019/20. The membership of the Housing & Regeneration Scrutiny Sub-Committee has been determined by the Overview and Scrutiny Committee.

**2. Frequency of meetings**

- 2.1 The Housing & Regeneration Scrutiny Sub-Committee will meet 6 times a year. The following dates are available in the Corporate Diary for 2019/20:

- Monday 22 July 2019
- Tuesday 10 September 2019
- Tuesday 26 November 2019
- Tuesday 21 January 2020
- Tuesday 10 March 2020
- Wednesday 6 May 2020

Meetings are scheduled to take place at 6.30pm (unless they fall during the month of Ramadan where they will endeavour to start at 5.30pm). The Sub-Committee may arrange other meetings as and when necessary to consider any urgent issues as well as arranging meetings for detailed scrutiny reviews and challenge sessions.

**Support to the Sub-Committee**

- 4.1 The Divisional Director for Strategy, Policy and Performance, will be the senior officer lead and champion the work of the Sub-Committee.
- 4.2 The servicing of meetings will be undertaken by the Council's Democratic Services Team which will include:
- (a) Meeting room bookings, refreshments
  - (b) Agenda preparation and dispatch

- (c) Taking minutes and recording of actions/decisions
- (d) Dissemination of minutes and decisions

The Housing and Regeneration Strategy and Policy Team will provide policy support to the Sub-Committee which will include:

- (e) Research and analysis
- (f) Work programme development
- (g) Support with undertaking reviews and challenge sessions
- (h) Drafting review reports and challenge sessions


## **5. Proceedings**

- 5.1 The Housing and Regeneration Scrutiny Sub-Committee will generally meet in public and conduct its proceedings in accordance with the rules and procedure contained in the Council's Constitution such as the:
  - (a) Council Procedure Rules
  - (b) Access to Information Procedure Rules, and
  - (c) The Overview and Scrutiny Procedure Rules.

Housing and Regeneration Scrutiny Sub-Committee

Meeting	Type of Scrutiny	Item	Desired Outcomes	Lead Officer
<b>22<sup>nd</sup> July 2019</b>	Spotlight <i>(Presentation)</i>	Allocations Policy	<ul style="list-style-type: none"> <li>Review of proposed changes and impact, recommending any modifications</li> <li>Maximising engagement through proposed consultation strategy</li> <li>Policy compliance and transparency in housing management panel decisions - casework examples/resident views</li> <li>Review of medical assessment decisions and appeals processes, service performance and complaints, exploration of in-house delivery</li> <li>Criteria of acceptance of EU nationals, and likely impact of Brexit</li> <li>Improving the quality of temporary accommodation in Council and PRS stock</li> </ul>	Rafiqul Hoque (Head of Housing Options)
	Tracking recommendations <i>(Report)</i>	Fire Safety Scrutiny Review – Action plan monitoring	<ul style="list-style-type: none"> <li>Review of progress in the delivery of scrutiny recommendations</li> </ul>	Mark Baigent (Interim Divisional Director)
	Challenge Session	Implementation of the Homelessness Reduction Act 1 year on	<ul style="list-style-type: none"> <li>Committee to agree topic at this meeting</li> <li>Outcomes to then be agreed</li> </ul>	Rafiqul Hoque
	Information Item <i>(Report)</i>	Q4 Social Landlord Performance	<ul style="list-style-type: none"> <li>Review of performance, concerns and proposed actions discussed with Chair outside of meeting.</li> </ul>	Mark Baigent
<b>10 September 2019</b>	Spotlight, inviting witnesses with the option of a site visit  <i>(Report &amp; Presentation(s))</i>	High Streets and Town Centres - Supporting new and existing business	High Streets and Town Centre Strategy (HS&TC) <ul style="list-style-type: none"> <li>Review of strategy progress, investments &amp; impacts to improve competitiveness and vitality</li> <li>Responding to tackle challenges faced by traders / HS&amp;TCs</li> <li>Responding to struggling / underutilised HS&amp;TC's</li> <li>Actions to attract external investment , diversify town centres / markets</li> <li>Innovative solutions to prioritising and delivering joint priorities – i.e. public realm, open space, environmental health, waste management etc.)</li> </ul>	Fiona Crehan (High Streets and Town Centre Manager)
	Scrutiny Report <i>(Report)</i>	Draft Housing open spaces scrutiny report	<ul style="list-style-type: none"> <li>Draft report approved for Council and Cabinet considerations.</li> </ul>	Mark Baigent
<b>26 November 2019</b>	Spotlight <i>(Report)</i>	Approach to Regeneration	<ul style="list-style-type: none"> <li>The vision and review of 4 area based delivery plans developed.</li> <li>Engagement of key stakeholders to capture regeneration and growth proposals.</li> <li>Review of capital investment plans.</li> </ul>	Sripriya Sudhakar (Regeneration Programme Manager)
	Spotlight <i>(Report)</i>	Development of Council policy on London Living wage	<ul style="list-style-type: none"> <li>Development of Council policy to encourage / transition employers into paying London Living Wage.</li> </ul>	Vicky Clark (Divisional Director, Growth and Economic Development)
<b>21<sup>st</sup> January 2020</b>	Spotlight /	Housing Policy	<ul style="list-style-type: none"> <li>Exploring innovative solutions to increase housing delivery</li> <li>Strengthening role of housing delivery vehicles and Housing Revenue</li> </ul>	Mark Baigent, Michael Ritchie (Place

Meeting	Type of Scrutiny	Item	Desired Outcomes	Lead Officer
	<i>Report / (Presentation(s))</i>		<ul style="list-style-type: none"> <li>Account to achieve this</li> <li>Delivery of 2,000 Council homes: <ul style="list-style-type: none"> <li>Schemes approved / refused at committee, and number of homes</li> <li>Delivery against 2,000 Council homes target and rent mix</li> </ul> </li> <li>Review of new Council homes policy in light of the HRA borrowing cap being lifted – to maximise delivery of homes at London Affordable Rents (social target rents)</li> <li>Money generated through new homes bonus</li> <li>Right to buy - Homes sold and resold (buy backs)</li> <li>Findings of the high density living survey exploring how planning policy can improve resident experiences (living in/close to)</li> </ul>	Shaping)
	Tracking recommendations -	Underoccupation Scrutiny Review	<ul style="list-style-type: none"> <li>Review of progress in the delivery of scrutiny recommendations – outside of meeting.</li> </ul>	Chair and Abidah Kamali (Strategy and Policy Manager)
<b>6 May 2020</b>	Spotlight	Local Authority Building Control Services	<ul style="list-style-type: none"> <li>Reinforcing LA powers and roles</li> <li>The future of LA building control, ability to retain its position vs the commercialised market</li> <li>Working with approved inspectors to achieve quality compliance</li> </ul>	John McGeary (Head of Building Control)
	Spotlight <i>(Report(s))</i>	Q3 Social Landlord Performance	<ul style="list-style-type: none"> <li>Review of performance</li> <li>Spotlight on underperforming landlord (only if required).</li> </ul>	Shalim Uddin (Affordable Housing Providers Coordinator) and Chair of Tower Hamlets Housing Forum

<p>Non-Executive Report of the:</p> <p><b>Housing &amp; Regeneration Scrutiny Sub Committee</b></p> <p>22 July 2019</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Ann Sutcliffe, Interim Corporate Director, Place</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Social Housing Landlords Performance Report – Q4 2018/19</b></p>	

<b>Originating Officer(s)</b>	Shalim Uddin RP Coordinator
<b>Wards affected</b>	All wards

## Executive Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators so tenants and local residents can be assured they are delivering effective and customer focused services. The performance report attached at appendix 1 provides cumulative performance data ending Q4 for 2018/19 for 14 of the Social Landlords with homes in the borough (including THH), who can provide performance data specifically for properties they manage in Tower Hamlets.

## Recommendations:

The Housing Scrutiny Sub Committee is recommended to:

1. To review and note progress in the performance outturns achieved by individual Social Landlords and the overall performance trend.

## 1. REASONS FOR THE DECISIONS

- 1.1 The Chair of the Housing Scrutiny Sub Committee has agreed that the Social Landlord Performance information is a quarterly standing item on the committee agenda. This provides opportunity for the committee to review and note for information the performance data that is reported to the Statutory Deputy Mayor also the Cabinet Member for Housing.

## 2. ALTERNATIVE OPTIONS

- 2.1 Member review of Social Landlord performance to remain exclusively with the Cabinet Member for Housing.

### **3. DETAILS OF THE REPORT**

- 3.1 Through the Tower Hamlets Housing Forum (THHF), the Council works with key Social Landlords who manage social rented stock in the borough. THHF through its Performance Management Framework has agreed a suite of key performance indicators (PIs); to review and assess performance and drive performance improvements through the THHF benchmarking sub group. Quarterly performance information is presented to the Statutory Deputy Mayor also Cabinet Member for Housing and circulated to the Housing scrutiny Sub Committee for information. Good performance is an indicator of quality housing management and supports the Council in ensuring the borough is one that residents are proud of and love to live in whilst also supporting delivery of partnership priorities.
- 3.2 Cumulative performance information on the agreed list of measures below is attached at appendix 1:
- % repairs completed in target
  - % respondents satisfied with last completed repair
  - % appointments kept as % of appointments made
  - % properties with a valid gas safety certificate
  - % residents satisfied with how the ASB case was handled
  - % complaints responded to in target
  - % Members Enquiries answered in target
  - Average re-let time in days (General Needs only)
  - % General Needs Income collected
  - % of tall buildings (over 18m) owned by RPs that have an up to date FRA in place
- 3.3 Appendix 1 outlines cumulative performance for the 14 key Social Landlords who operate in the borough (including THH) who are able to produce borough specific data. The remaining 7 key Social Landlords can only produce regional data; therefore performance for these is not included.
- 3.4 Overall the majority of the registered providers have improved throughout the year. There have been some slight dips in performance when compared to quarter 3 repairs times. However; this has been due to factors beyond the RP's control. For example exchange of incoming and outgoing external contractors for repairs or departmental restructure/s (L&Q).
- 3.6 Southern Housing were not able to provide data for all kpi's for qtr. 4. This was due to an internal restructure within their data and analytics team. Nevertheless Southern HA is in the process of recruiting new staff and should shortly have a full complement to capture and report quarterly data more robustly.
- 3.7 Gateway HA who have a direct labour force witnessed a slight decrease in kpi 1 compared to previous qtr. 3 figures (repairs times) due to the loss of three multi traders. They have also experienced problems with special order parts

not being immediately available. This inevitably affected their repair completion times.

3.8 Notting Hill Genesis did not provide data for qtr. 4 despite numerous requests. We have now escalated the matter to a senior Manager to establish the reason behind this.

3.9 Overall the RP's have shown a willingness and drive to improve standards and have been able to identify why dips in performance have occurred which has been primarily as a result of factors beyond their control.

#### 4. **EQUALITIES IMPLICATIONS**

4.1 There are no direct equalities or diversity implications arising from this report.

#### 5. **OTHER STATUTORY IMPLICATIONS**

5.1 This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:

- Best Value Implications, ,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.

5.2 There are no direct Best Value implications arising from these reports, although if performance is further improved for performance indicators 1, 2 and 3 which relate to repairs, this may lead to improvements in working practices that will in turn improve efficiency and potentially reduce costs for Social Landlords.

5.3 Another indirect Best Value Implication is a landlord's ability to ensure its general needs income target (rent collection) is achieved.

5.4 The percentage of properties with a valid gas safety certificate directly relates to health and safety risks to residents. It is important that statutory compliance of 100% is achieved, and that landlord performance in this area shows continued improvements.

5.5 The percentage of tall buildings (over 18m) owned by Registered Providers that have an up to date Fire Risk Assessments (FRA) in place also has a direct health and safety impact. It is a statutory requirement to ensure an FRA has been completed and is up to date.

5.6 There are no direct environmental implications arising from the report or recommendations.

- 5.7 Resident satisfaction with the handling of anti-social behaviour cases has an indirect relation to crime and disorder reduction matters.

## **6. COMMENTS OF THE CHIEF FINANCE OFFICER**

- 6.1 This report provides an update for the Housing Scrutiny Sub-Committee on the performance of various Registered Providers of Social Housing (RPs) that operate within the borough. This includes the comparative data for Tower Hamlets Homes which manages the Council's housing stock.
- 6.2 There are no direct financial implications arising from this report, however the analysis of comparative performance and sharing of best practice between members of the Tower Hamlets Housing Forum (THHF) may lead to improvements in working processes that will in turn improve efficiency and provide the opportunity to reduce costs.

## **7. COMMENTS OF LEGAL SERVICES**

- 7.1 This report is recommending that the Housing Scrutiny Sub-Committee review the performance of individual Social Landlords up to quarter 4 of 2018/2019 year calendar.
- 7.2 The Legislative Reform (Regulator Social Housing) (England) Order 2018 transferred the regulation of social housing landlords from the Homes and Communities Agency (HCA) which was abolished in January 2018, to the Regulator of Social Housing on 1 October 2018. The objectives of the regulator are set out in the Housing and Regeneration Act 2008 (as amended). The focus of the regulatory activity is on governance, financial viability and value for money, rent standards together with the setting of consumer standards.
- 7.3 The regulatory framework for social housing in England from the 1<sup>st</sup> April 2015 has been made up of: Regulatory requirements (i.e. what Social Landlords need to comply with); Codes of practice; and Regulatory guidance. There are nine (9) categories of regulatory requirements and these are:
1. Regulatory standards – Economic (i.e. Governance and Financial Viability Standard; Value for Money Standard; and Rent Standard)
  2. Regulatory standards – Consumer (i.e. Tenant Involvement and Empowerment Standard; Home Standard; Tenancy Standard; and Neighbourhood and Community Standard)
  3. Registration requirements
  4. De-registration requirements
  5. Information submission requirements
  6. The accounting direction for social housing in England from April 2012
  7. Disposal Proceeds Fund requirements
  8. Requirement to obtain regulator's consent to disposals
  9. Requirement to obtain regulator's consent to changes to constitutions.



- 7.4 In addition to the registered Social Housing ('RSH') regulation, there is a Performance Management Framework ('PMF') agreed with the Council which also reviews the performance of the Social Landlords in key customer facing areas. These are monitored cumulatively every three months against 8 key areas that are considered to be important to residents. This has a direct bearing on the Council's priority to ensure that Social Landlords are delivering effective services to their residents. It also provides the re-assurance that the main social landlords in the Borough are providing good quality housing services to their residents.
- 7.5 The Council has no power to act against any Social Landlord (other than Tower Hamlet Homes ('THH') which it monitors already) but one of its Community Plan aspirations is for Tower Hamlets to be a place where people live in a quality affordable housing with a commitment to ensuring that more and better quality homes are provided for the community.
- 7.6 The review of the Social Landlords performance though not a legal requirement fits in with the above Community Plan objective and the regulatory standards as stated above. The standards require Social Landlords to co-operate with relevant partners to help promote social, environmental and economic wellbeing in the area where they own properties.
- 7.7 The review of housing matters affecting the area or the inhabitants in the borough fall within remit of the Housing Scrutiny Sub-Committee and accordingly authorised by the Council's Constitution
- 

## **Linked Reports, Appendices and Background Documents**

### **Linked Report**

- NONE

### **Appendices**

- APPENDIX 1 - Social Housing Landlords Performance Report Q3 2018/19

### **Local Government Act, 1972 Section 100D (As amended)**

#### **List of "Background Papers" used in the preparation of this report**

- NONE

#### **Officer contact details for documents:**

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Organisation	THHF - Q4 (2018-19) Quartile Report								9. % General Needs Income collected (Rent including eligible service charges only)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	Quarter 4 General Needs Stock Numbers
	1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % residents satisfied with how the ASB case was handled	6. % complaints responded to in target	7. % Members Enquiries answered in target	8. Average relet time (days)			
Clarion (ex-Circle stock)	86.61%	83%	93.91%	99.56%	NA	82%	38.64%	31	100.80%	93%	3725
EastendHomes	91%	94%	96.69%	100%	100.00%	85.53%	88%	18.8	95.08%	100%	2243
Gateway Housing Association	86.92%	83.00%	88.00%	100%	30.00%	82.00%	84%	60	100.60%	66%	1890
L and Q (includes East Thames)	76.90%	72.20%	N/A	99.40%	N/A	75%	N/A	81.5	N/A	88%	1486
Notting Hill Genesis											
One Housing	96.95%	98.91%	95.83%	100%	100.00%	95.59%	93.33%	35.00	115.09%	100.00%	2877
Peabody	Average Speed is now reported instead	83%	Average Speed is now reported instead	100.00%	57%	No target set	No target set	15	113.60%	97.21% group figure (18m+ breakdown unavailable)	1826
Poplar HARCA	98.55%	92.69%	99.82%	100%	78.00%	95.45%	100.00%	N/A	102.60%	100%	5455
Providence Row Housing Association	96.60%	89.00%	100%	100%	n/a	100%	100%	7.3	98.4	100	97
Southern Housing Group		79%		99.99%				22.00	99%		1167
Spitalfields Housing Association	96.77%	95%	99%	100%	100%	100%	100%	18	100.20%	0	732
Swan Housing Association	97.74%	93%	99.55%	100%	75%	100%	100%	14.1	100.2	100	1597
Tower Hamlets Community Housing	92%	77.0%	98.0%	100%		93%	93%	33	101.01%	100%	2004
Tower Hamlets Homes	98.08%	88.73%	93.48%	99.97%	44.9%	95.43%	90.38%	21.00	99.79%	100%	23000
Bottom quartile	91.20%	82.70%	94.39%	99.97%	53.98%	83.77%	88.89%	81.50	1.00	0.91	
3rd quartile	96.69%	88.73%	97.35%	100%	76.50%	95.43%	93.17%	34.00	1.01	1.00	
2nd quartile	97.54%	93.00%	99.41%	100%	100%	98%	100%	22.00	1.14	1.00	
Top quartile	98.55%	98.91%	100%	100%	100%	100%	100%	18.40	100.20	100.00	

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Organisation	Q1, Q2, Q3, Q4 & Q4 2018 /19 RP Performance Figures											
	1. % Repairs completed in target	2. % respondents satisfied with last completed repair	3. % appointments kept as % of appointments made	4. % properties with a valid gas safety certificate	5. % residents satisfied with how the ASB case was handled	6. % complaints responded to in target	7. % Members Enquiries answered in target	8. Average relet time (days)	9. % General Needs Income collected (n/i service charges)	10. % of tall buildings (over 18 metres) owned by RPs that have an up to date FRA in place	Quarter 4 General Needs Stock Numbers	Rent Arrears % TBC
Clarion (ex-Circle stock) Q4 (2018)	90.38%	81.40%	84.27%	99.62%	Not measured	70.16%	33.54%	44	Not provided	Not provided	3728	
Clarion (ex-Circle stock) Q1	91.92%	79%	89.73%	100.00%	NA	69%	30.49%	33	97%	81.25%	3727	
Clarion (ex-Circle stock) Q2	90.50%	83%	92.43%	99.86%	n/a	78%	4.58%	35.2	97.60%	62.5	3,727	
Clarion (ex-Circle stock) Q3	93.18%	82%	97.47%	99.94%	n/a	69%	48.15%	37.1	98.00%	100	3,725	
Clarion (ex-Circle stock) Q4	86.61%	83%	93.91%	99.56%	NA	82%	38.64%	31	100.80%	93%	3725	
	7% -						9%-					
EastendHomes Q4 (2018)	87.69%	90.49%	97.33%	100%	100.00%	80.56%	87.55%	36.28	Not collected at the time.	Not collected at the time.	2245	
EastendHomes Q1	89%	94%	97.75%	100%	No data available	93.48%	84%	16.8	90.64%	100.00%	2,246	
EastendHomes Q2	91%	94%	97.95%	100%	n/a	98.41%	86%	15.60%	93.08%	100	2246	
EastendHomes Q3	90%	94%	96.75%	100%	n/a	87.30%	87%	18.40%	96.26%	100	2246	
EastendHomes Q4	91%	94%	96.69%	100%	100.00%	85.53%	88%	18.8	95.08%	100%	2243	
Gateway Housing Association Q4 (2018)	93.70%	83.80%	83.00%	100%	35.30%	100%	100%	17.6	Not collected at the time.	Not collected at the time.	1894	
Gateway HA Q1	94.80%	82.45%	IT system changed	100%	sample too small	89.00%	86%	47 days	104.38%	n/a	2000	
Gateway HA Q2	93.75%	79.00%	TBA	100%	n/a	88.00%	61%	49.7	100%	66	1894	
Gateway HA Q3	94.10%	82.86%	45.00%	100%	29.00%	100.00%	N/A	57	100.86%	66	1891	
Gateway HA Q4	86.92 %	83.00%	88.00%	100%	30.00%	82.00%	84%	60	100.60%	66%	1890	
	7%-					18%-						
L and Q (includes East Thames) Q4 (2018)	95.40%	87.40%	92.90%	99.95%	N/A	89%	82%	28	Not collected at the time.	Not collected at the time.	48901	
L and Q (inc East Thames) Q1	93%	81.80%	N/A	99.43%	N/A	100%	N/A	40.5	N/A	99%	1317	
L and Q (inc East Thames) Q2	90.60%	87.20%	n/a	100%	n/a	50%	n/a	68.2	n/a	84	1488	
L and Q (includes East Thames) Q3	90.90%		n/a	100%	n/a	55%	n/a	69.7	n/a	86	1486	

L and Q (includes East Thames) Q4	76.90%	72.20%	N/A	99.40%	N/A	75%	N/A	81.5	N/A	88%	1486	
	13%-											
Notting Hill Genesis Q4 (2018)	89.60%	81.90%	97.50%	100%	n/a	70%	66%	29	Not collected at the time.	Not collected at the time.	1243	
Notting Hill Genesis Q1	91.50%	77.00%	94.00%	100%	n/a	not recorded	not recorded	36 days	97.73	not available	1228	
Notting Hill Genesis Q2	89.50%	70.30%	95.00%	100%	n/a	n/a	n/a	49	96.20%	n/a	1393	
Notting Hill Genesis Q3	TBC	72.50%	TBC	99.73%	not available	not recorded	not recorded	103	95.6%	not available	1277	
Notting Hill Genesis Q4												
One Housing Q4 (2018)	99.25%	97.98%	96.53%	100%	n/a	93.73%	95.12%	28.65	2892	Not collected at the time.	2892	
One Housing Q1	99.35%	98.37%	95.22%	100%	70.00%	77.32%	94.83%	36.79	99.71%	100%	2892	
One Housing Q2	96.75%	98.24%	97.02%	100%	82.05	83.53%	93.26%	60.70	98.59%	100	2891	
One Housing Q3	98.50%	98.24%	97.58%	100%	87.50%	83.00%	92.98%	66.32	97.41%	100	2877	
One Housing Q4	96.95%	98.91%	95.83%	100%	100.00%	95.59%	93.33%	35.00	115.09%	100.00%	2877	
Peabody Q4 (2018)	88%	82%	92%	100.00%	50%	no figure provided	no figure provided	20	Not collected at the time.	Not collected at the time.	1307	
Peabody Q1	87%	74%	91%		no cases			25	96.47%		1729	
Peabody Q2	n/a	78%	n/a	98.00%	n/a	no target set	no target set	28	96.26%	100	1864	
Peabody Q3	n/a	83%	n/a	98.00%	53%	no target set	no target set	19	94.14%	100	2058	
Peabody Q4	Average Speed is now reported instead	83%	Average Speed is now reported instead	100.00%	57%	No target set	No target set	15	113.60%	97.21% group figure (18m+ breakdown unavailable)	1826	
Poplar HARCA Q4 (2018)	98.7%	93.0%	96.6%	100%	73.0%	95.2%	99.6%	21.8	Not collected at the time.	Not collected at the time.	5,624	
Poplar HARCA Q1	99%	94%	96%	100.00%	71%	96.15%	97.46%	15	4.74	100	5,522	
Poplar HARCA Q2	99.10%	94.80%	96.70%	100%	74.00%	89.70%	98.10%	n/a	101.36%	100	5724	
Poplar HARCA Q3	98.10%	94.50%	97.00%	100%	77.00%	93.33%	97.67%	n/a	102.54%	100	5598	
Poplar HARCA Q4	98.55%	92.69%	99.82%	100%	78.00%	95.45%	100.00%	N/A	102.60%	100%	5455	

Providence Row HA Q4 (2018)	94.90%	84.00%	99%	100%	100.0%	100%	100%	18	Not collected at the time.	Not collected at the time.	97	
Providence Row HA Q1	94.70%	86.40%	100%	100%	n/a	n/a	100%	20	Not provided	100%	97	
Providence Row HA Q2	96.30%	87.70%	100%	100%	n/a	100%	100%	10.5	94.80%	100	97	
Providence Row HA Q3	95.50%	85.50%	100%	100%	n/a	100%	100%	7.3	95.50%	100	97	
Providence Row HA Q4	96.60%	89.00%	100%	100%	n/a	100%	100%	7.3	98.4	100	97	
Southern Housing Group Q4 (2018)	N/A	75%	N/A	99.21%	50%	40.80%	Not Available	26.00	Not collected at the time.	Not collected at the time.	1166	
Southern Housing Group Q1	n/a	80%	n/a	99.79%	28%	n/a	n/a	19.00	4.31%	tbc	1152	
Southern Housing Group Q2	n/a	61%	n/a	99.99%	32%	n/a	n/a	21.9	95.20%	tbc	1152	
Southern Housing Group Q3	n/a		n/a			n/a	n/a			tbc	1152	
Southern Housing Group Q4											1152	
Spitalfields HA Q4 (2018)	98.08%	98%	100%	100%	60%	100%	60%	7	Not collected at the time.	Not collected at the time.	845	
Spitalfields HA Q1	99.31%	97%	95%	100%	100%	100%	90%	14	101.62%	100	850	
Spitalfields HA Q2	96.25%	97%	99%	100%	100%	100%	100%	21	99.10%	n/a	850	
Spitalfields HA Q3	96.77%	95%	99%	100%	100%	100%	100%	12	99.70%	n/a	850	
Spitalfields HA Q4	96.77%	95%	99%	100%	100%	100%	100%	18	100.20%	0	732	
Swan HA Q4 (2018)	81.6%	51.0%	64.5%	79.0%	72.0%	100%	100%		Not collected at the time.	Not collected at the time.	1597	
Swan HA Q1	98.97%	94.70%	99.60%	99.80%	100%	100%	100%	14	(95%) correct figure inc. eligible service charges TBA w/c 23/7/18	100%	1597	
Swan HA Q2	98.86%	94%	99.46%	100%	100%	100%	100%	12.8	85.64%	100	1597	
Swan HA Q3	97.90%	93%	99.61%	100%	67%	100%	100%	13.9%	97.04%	100	1597	
Swan HA Q4	97.74%	93%	99.55%	100%	75%	100%	100%	14.1	100.2	100	1597	
Tower Hamlets Community Housing Q4 (2018)	88%	89.0%	98.0%	100%	Not collected at the time.	66%	86%	36	Not collected at the time.	Not collected at the time.	2006	
Tower Hamlets Community Housing Q1	90%	77.0%	97.0%	100%		96%	89%	23	103.30%	100%	2005	
Tower Hamlets Community Housing Q2	90%	81.0%	97.0%	100%	n/a	93%	90%	n/a	97%	100	2,005	

Tower Hamlets Community Housing Q3	84%	77.0%	98.0%	100%	n/a	92%	91%	23	96%	100	2005	
Tower Hamlets Community Housing Q4	92%	77.0%	98.0%	100%	n/a	93%	93%	33	101.01%	100%	2004	
Tower Hamlets Homes Q4 (2018)	96.30%	91.70%	n/a	100%	n/a	87.00%	85.80%	23.14	Not collected at the time.	Not collected at the time.	11,568	
Tower Hamlets Homes Q1	96.08%	90.82%	93.79%	100%	51.51%	96.30%	92.10%	18.10	100.25%	100%	11,568	
Tower Hamlets Homes Q2	97%	88.7%	93.5%	100%	52.0%	95%	90%	19.32	97%	100	11,409	
Tower Hamlets Homes Q3	97.72%	88.60%	93.83%	100%	45%	94.21%	89.53%	20.48	100%	100	11,409	
Tower Hamlets Homes Q4	98.08%	88.73%	93.48%	99.97%	44.9%	95.43%	90.38%	21.00	99.79%	100%	11,409	

n/a = The information is either not a PI measured by the RP; measured in a different way or is not available.

NR = The Data was not requested by the borough for the period in question.

**GATEWAY** The slight dip in satisfaction on repairs is due to loss of 3 multi traders which had a knock on effect on repairs between February and March. This has now been resolved as we have recruited to cover the posts. The other main issue was around special order materials not being available for follow-on works. We have worked with our main supplier, Travis Perkins, to create a live google operation spreadsheet for tracking issues and orders from both sides in real time to improve productivity.

**Southern Housing** were not able to provide stats for quarter 4 due to internal restructures and have promised to provide data more robsutly from qtr1 onwards.

**NHG** did not respond nor provide any data for qtr4 although numerous requests and emails were sent for a response.

**Clarion** were asked to specify why there had been dips in KPI 1 and 7 by 7 and 9% however, no explanation was provided.

**L&Q** have been asked to clarify why they have had a slight dip in kpi 1. awaiting response still.



By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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