

# Housing & Regeneration Scrutiny Sub Committee

## Agenda

**Thursday, 2 December 2021 6.30 p.m.**  
**Committee Room One - Town Hall Mulberry  
Place**

### **Members:**

**Chair:** Councillor Ehtasham Haque

**Vice Chair:** Councillor Marc Francis

Councillor Amina Ali, Councillor Victoria Obaze, Councillor Helal Uddin and Councillor Andrew Wood

### **Co-opted Members:**

Anne Ambrose (Tenant Representative) and Moshin Hamim (Leaseholder Representative)

**Deputies:** Councillor Kabir Ahmed and Councillor David Edgar

[The quorum for this body is 3 voting Members]

### **Contact for further enquiries:**

Joel West, Democratic Services Team Leader (Committees),  
[joel.west@towerhamlets.gov.uk](mailto:joel.west@towerhamlets.gov.uk)

Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG  
<http://www.towerhamlets.gov.uk>



## Public Information

### Viewing or Participating in Committee Meetings

The meeting will be broadcast live on the Council's website. A link to the website is detailed below. The press and public are encouraged to watch this meeting on line.

**Please note:** Whilst the meeting is open to the public, the public seating in the meeting room for observers will be extremely limited due to the Covid 19 pandemic restrictions. You must contact the Democratic Services Officer to reserve a place, this will be allocated on a first come first served basis. No one will be admitted unless they have registered in advance.

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## **A Guide to Overview and Scrutiny**

The Local Government Act 2000 established the overview and scrutiny function for every council, with the key roles of:

- Scrutinising decisions before or after they are made or implemented
- Proposing new policies and commenting on draft policies, and
- Ensuring customer satisfaction and value for money.

The aim is to make the decision-making process more transparent, accountable and inclusive, and improve services for people by being responsive to their needs.

In Tower Hamlets, the function is exercised by the Overview & Scrutiny Committee (OSC). The OSC considers issues from across the council and partnership remit. The Committee has 3 Sub-Committees which focus on health, housing and grants.

### **Housing & Regeneration Scrutiny Sub Committee**

The Housing & Regeneration Scrutiny Sub Committee will undertake overview and scrutiny, pertaining to housing matters. This will include:

- (a) Reviewing and/or scrutinise decisions made or actions taken in connection with the discharge of the Council's housing functions;
- (b) Advising the Mayor, DCLG Commissioners or Cabinet of key issues/questions arising in relation to housing reports due to be considered by the Mayor, DCLG Commissioners or Cabinet;
- (c) Making reports and/or recommendations to the full Council and/or the Mayor, DCLG Commissioners or Cabinet in connection with the discharge of housing functions;
- (d) Delivering (c) 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;
- (e) 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;
- (f) Considering housing 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.
- (g) The Sub-Committee will report annually to the Overview and Scrutiny Committee on its work.

### **Public Engagement**

Meetings of the sub committee are open to the public to attend, and a timetable for meeting dates and deadlines can be found on the council's website.

# London Borough of Tower Hamlets

## Housing & Regeneration Scrutiny Sub Committee

Thursday, 2 December 2021

6.30 p.m.

### APOLOGIES FOR ABSENCE

#### 1. DECLARATIONS OF INTERESTS 7 - 8

Members are reminded to consider the categories of interest in the Code of Conduct for Members to determine whether they have an interest in any agenda item and any action they should take. For further details, please see the attached note from the Monitoring Officer.

Members are reminded to declare the nature of the interest and the agenda item it relates to. Please note that ultimately it's the Members' responsibility to declare any interests and to update their register of interest form as required by the Code.

If in doubt as to the nature of your interest, you are advised to seek advice prior to the meeting by contacting the Monitoring Officer or Democratic Services

#### 2. MINUTES OF THE PREVIOUS MEETING(S) - 9 - 14

To approve as a correct record the minutes of the meeting held on 19 October 2021.

#### 3. REPORTS FOR CONSIDERATION

##### 3.1 Social Landlords Performance Report - To Follow

To receive a report reviewing performance of social landlords in the borough.

##### 3.2 6-Month Review of the use of PRS Allocations - 15 - 24

To review of the implementation and impact of the recent change in allocations policy regarding use of the private rented sector.

##### 3.3 Tenancy Agreement Review - 25 - 36

To receive a presentation on the outcome of the consultation with tenants on the proposed revised tenancy conditions.

#### 4. ANY OTHER BUSINESS

##### **Next Meeting of the Housing & Regeneration Scrutiny Sub Committee**

Tuesday, 15 March 2022 at 6.30 p.m. to be held in Committee Room One - Town Hall  
Mulberry Place



The best of London in one borough

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

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# Agenda Item 1

## **DECLARATIONS OF INTERESTS AT MEETINGS– NOTE FROM THE MONITORING OFFICER**

This note is for guidance only. For further details please consult the Code of Conduct for Members at Part C, Section 31 of the Council's Constitution

### **(i) Disclosable Pecuniary Interests (DPI)**

You have a DPI in any item of business on the agenda where it relates to the categories listed in **Appendix A** to this guidance. Please note that a DPI includes: (i) Your own relevant interests; (ii) Those of your spouse or civil partner; (iii) A person with whom the Member is living as husband/wife/civil partners. Other individuals, e.g. Children, siblings and flatmates do not need to be considered. Failure to disclose or register a DPI (within 28 days) is a criminal offence.

Members with a DPI, (unless granted a dispensation) must not seek to improperly influence the decision, must declare the nature of the interest and leave the meeting room (including the public gallery) during the consideration and decision on the item – unless exercising their right to address the Committee.

**DPI Dispensations and Sensitive Interests.** In certain circumstances, Members may make a request to the Monitoring Officer for a dispensation or for an interest to be treated as sensitive.

### **(ii) Non - DPI Interests that the Council has decided should be registered – (Non - DPIs)**

You will have 'Non DPI Interest' in any item on the agenda, where it relates to (i) the offer of gifts or hospitality, (with an estimated value of at least £25) (ii) Council Appointments or nominations to bodies (iii) Membership of any body exercising a function of a public nature, a charitable purpose or aimed at influencing public opinion.

Members must declare the nature of the interest, but may stay in the meeting room and participate in the consideration of the matter and vote on it **unless:**

- A reasonable person would think that your interest is so significant that it would be likely to impair your judgement of the public interest. **If so, you must withdraw and take no part in the consideration or discussion of the matter.**

### **(iii) Declarations of Interests not included in the Register of Members' Interest.**

Occasions may arise where a matter under consideration would, or would be likely to, **affect the wellbeing of you, your family, or close associate(s) more than it would anyone else living in the local area** but which is not required to be included in the Register of Members' Interests. In such matters, Members must consider the information set out in paragraph (ii) above regarding Non DPI - interests and apply the test, set out in this paragraph.

### **Guidance on Predetermination and Bias**

Member's attention is drawn to the guidance on predetermination and bias, particularly the need to consider the merits of the case with an open mind, as set out in the Planning and Licensing Codes of Conduct, (Part C, Section 34 and 35 of the Constitution). For further advice on the possibility of bias or predetermination, you are advised to seek advice prior to the meeting.

### **Section 106 of the Local Government Finance Act, 1992 - Declarations which restrict Members in Council Tax arrears, for at least a two months from voting**

In such circumstances the member may not vote on any reports and motions with respect to the matter.

**Further Advice** contact: Janet Fasan, Acting Monitoring Officer, Tel: 0207 364 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	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. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	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— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
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	Any tenancy where (to the Member's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to the Member's knowledge) has a place of business or land in the area of the relevant authority; and (b) either—  (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or  (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.



## 1. DECLARATIONS OF INTERESTS

There were no declarations on interest declared.

## 2. MINUTES OF THE PREVIOUS MEETING(S)

**RESOLVED** that the minutes of the sub committee, 9 September 2021 were approved as a correct record of the proceedings.

Matters arising

Further to Item 3.2 - Fire Safety Scrutiny Report, the vice chair suggested it may be appropriate for the Committee to invite residents of Clare House to come and speak to us about their experiences of the recent fire-safety related incident. He indicated he would consult the Chair about putting this on the sub committee's work plan.

## 3. REPORTS FOR CONSIDERATION

### 3.1 Social Landlords Performance Report

It was noted that the invitations to Spitalfields Housing Association (SHA) to attend both the 9 September and this (19 October) meeting had been declined, and that there were some SHA residents in attendance who wished to raise concerns with their housing provider. At the invitation of the chair, a number of residents addressed the sub committee to highlight concerns with SHA, including:

- No response from SHA to complaints (residents also expressed doubt over the accuracy of SHA's complaints data as presented in the report).
- Repairs not being completed.
- No non-email option to submit issues in writing. Little or no response to emails. Very difficult to contact SHA via phone.
- Lack of engagement with residents and no local presence of SHA; very difficult to speak to a representative face-to-face; the former local office has closed with no explanation and moved to Canada Square, but residents cannot access it.
- Residents being denied opportunity to participate in governance arrangements. Breaking down of community and democratic participation opportunities and an absence of oversight and accountability arrangements. Meetings (inc. the AGM) being held away from Spitalfields making it very difficult for residents to attend.
- Residents would like the Council to intervene as they feel they currently have no outlet to raise their grievances within SHA.

Further to the comments of residents, The sub committee expressed concern and alarm at the seriousness, range and volume of issues raised, their longstanding nature and the apparent failure of the provider to respond

adequately to them or to make representatives available to attend sub committee meetings (the chair noted that he had received a written statement from SHA which responded to some of the concerns made by residents at the 9 September meeting, however, this could not be made public as it disclosed personal information pertaining to tenants). The chair suggested that SHA be given a further opportunity to attend a meeting of the sub committee to respond to residents' concerns, following which the sub committee should develop recommendations for the administration, to include a proposed a course of action for steps the council can take to address the matter.

Shalim Uddin, Affordable Housing Coordinator, introduced the report which provided cumulative performance data for 14 registered providers (RPs) within the borough for quarter 2. Shalim provided a summary of the key achievements and challenges reflected in the report and, further to questions from the sub committee, explained some of the performance trends. He also highlighted an error in the performance table at Appendix 1 to the report: the number of complaints received by Southern Housing Group (question 1) should read 56.

Karen Swift, Director of Housing and Regeneration, provided some further context on the improvements that had been made to the format of the report since it was last submitted and future work that would make the data more accessible and useful to the sub committee. Karen noted there had been some mis-communications recently between the council and RPs and this had led to inaccuracies with some of the performance data. She indicated officers would be pursuing a more 'curious' approach to RP performance data, instead of simply taking it on face-value.

Pam Bhamra, Chair of THHF, provided an update on work of the THHF benchmarking group to respond to the sub committee's previous comments and observations on the way performance data is presented.

Further to the social landlords performance report, the sub committee:

- Indicated concern with the accuracy and reliability of some of the data supplied by RPs. The sub committee noted the council has limited options to challenge or check data supplied, but welcomed officers' assurances that a more 'curious' approach to RP performance data would be used to address this.
- Noted that the ranking approach taken in the report's appendices was not always illuminating, as it did not reflect the volume of housing stock each RP holds.
- Reiterated concerns that the report did not provide clarity on the actual targets each provider set themselves to complete repairs. The sub committee would welcome this to enable a more robust comparison of repairs performance between providers.
- Welcomed the recent work to improve the format and presentation of the report and accompanying performance data, which helped to provide a more realistic reflection of RP performance than had been the case in past reports.

## **RESOLVED**

1. To review and note progress in the performance outturns achieved by individual Social Landlords and the overall performance trend.
2. To invite Spitalfields Housing Association to attend the next meeting of the sub committee on 2 December 2021.

### **3.2 Economic Growth - Employment presentation**

Vicky Clark, Director for Growth and integration provided a brief presentation to the sub committee on the Council's services to improve employment outcomes for residents. The presentation provided a summary of the strategic context, including the Council's Growth Plan priorities; the key performance metrics of the Work path service and Workpath partnership; and an overview of recent activity. Aelswith Frayne, Economic Development, provided some further information on the partnership working that had been undertaken with local universities and with Central London Forward on the green skills agenda.

Further to questions from sub committee members on the presentation, Vicky and Aelswith, provided more information on the following:

- Apprenticeship opportunities in the borough, and the impact the Covid lockdown had on this work.
- Discussions and plans for the co-location of services, including Job Centre Plus, Idea Stores and adult learning services.
- Awareness of smaller projects and providers to help residents into work (for example Spear project in St Peters) and partnership work currently undertaken
- Background of the Watney Market career advice site and possibilities for resuming operation at this site and options for services once the Town Hall moves to Whitechapel.

Further to a question from the chair which referred to the most recent cabinet report on strategic performance monitoring and revisions to Workpath targets since the pandemic, Vicky and Aelswith:

- Provided an outline of the work underway to return performance to pre-pandemic levels.
- Indicated that due to various factors, including the reduced overall capacity of the service as a result of recent restructure and the uncertainty around the national employment market (including the impact of the impact end of furlough arrangements) that the current Workpath targets should remain at least until the start of the next municipal year.

The chair thanked Vicky and Aelswith for their contribution.

## **RESOLVED**

That the presentation be noted.

### **3.3 Regeneration Framework - presentation**

Mayor John Biggs and Sripriya Sudhakar, Head of Regeneration, provided a brief update presentation to the sub committee on the Council's regeneration approach. The presentation provided an Overview of the council's regeneration policy and structures; how the council embedded its approach to regeneration; how the council monitored its policies to deliver regeneration outcomes and an overview of new ways of working.

Further to questions from sub committee members on the presentation, Mayor Biggs and Sripriya provided more information on the following:

- Update of Crossharbour DLR station proposed works and how CIL may be used to help deliver the partnership project.
- How the council's regeneration outcomes are linked to its Local Plan to promote affordability, ensure uplift and deliver homes which can reduce pressure on the current housing waiting list.

Further to the presentation the chair expressed concern that past regeneration projects in the 1990s and 2000s did not do enough to address the wider economic decline of Tower Hamlets. He felt that the limited time and scope of this item did not allow the sub-committee to provide sufficiently meaningful input into the council's regeneration approach. He proposed an informal meeting or challenge session in the new year, to involve a wider group of non-executive Councillors, co optees and expert speakers from other authorities.

The chair thanked Mayor Biggs and Sripriya for their contribution.

## **RESOLVED**

1. That the presentation be noted.
2. That the sub committee consider an informal meeting or challenge session in the new year, to involve a wider group of non-executive Councillors, co-optees and expert speakers from other authorities, to explore the council's regeneration approach.

### **4. ANY OTHER BUSINESS**

The sub-committee asked for a note from officers on the refund of water commission rates to Tower Hamlets Homes' (and other social housing) tenants following a recent court case and asked how the council can reassure residents they do not need to approach claims management companies to get refunds they are entitled to.

The meeting ended at 8.30 p.m.

Chair, Councillor Ehtasham Haque  
Housing & Regeneration Scrutiny Sub Committee

# Housing and Regeneration Scrutiny Sub-Committee December 2021

## Homelessness and Housing Register



# Housing Register and PRS discharge



- Policy change from 25/11/20 to allow homelessness cases discharged into PRS out-of-borough to remain on or join Housing Register
- Since introduction of policy up to October 2021 70 households discharged into PRS out of borough (Ave. 6 lets pcm)
- Majority of lets in East London; all lets are inside London
- More work required to inform applicants of right to join SHR
- Of the 70 households, currently 2 'live' and actively bidding, 9 pending. Nil permanently rehoused.



# HRA 1 Year On – Action Plan



- HRA 1 Year On Recommendations
  - Benchmarking, App development, maintaining confidentiality during interviews, improving staff satisfaction, promoting good work and best practice, IT improvements and clearing the backlog of homeless assessments
- HRA 1 Year On Action Plan subsumed and widened by Homelessness Transformation Programme 2021-24
- HRSCC approval requested to close off HRA 1 Year On Action Plan on the basis that actions will be delivered through the Homelessness Transformation Programme



# Homelessness Transformation Programme 2021-2024



## Transformation Focus

- Upstream **early homeless prevention** and **greater use of PRS and mediation**
- **Timely decision-making and case management** to get better outcomes and avoid unnecessary time spent in TA. There are around 1000 households in TA awaiting a decision.
- **Reducing use of most expensive TA, increasing income collection, and rate of move-on from TA.** There are around 1700 households in TA to whom the Council owes the 'main homeless' duty, of whom 90% through the use of the Council's homelessness powers could be moved to suitable accommodation in the PRS.
- Programme incorporates **HRSSC 'HRA One Year On'** recommendations
- **£2m reduction** in net expenditure by 2024. **£1.85m** investment in transformation over the next three financial years.



# Homelessness Transformation – Progress so far



The Homelessness Transformation Programme was launched in April 2021. The first year of the programme is focussed on mobilisation and establishing systems. Key milestones delivered since the launch:

- **Baseline multiple data sets** sourced
- **New appointment system** introduced to better respond to upstream prevention and homelessness crisis
- **Casework reduction** targets set and caseloads reducing
- **Backlog of pre-2020 cases reduced** to 166 cases (850 at start of 2021)
- **Training strategy** for staff agreed
- **Positive customer feedback**
- Monthly service meetings **promoting staff achievements and positive feedback**
- **Increase in staff satisfaction** in last staff survey on most indicators
- Ongoing **benchmarking and learning from other LAs** (e.g. Brent, Haringey, Southwark, Lambeth, Lewisham)
- **1<sup>st</sup> ben cap TA family starts job** through new BEAM service (Sept. 2021)
- **1<sup>st</sup> homeless family moves into social tenancy through Homefinder UK**
- **New management panels** agreed to oversee office booking requests for TA and TA move-on
- **TA decant** in Merton being used to **pilot new TA move-on approach**
- **IT changes** initial scoping undertaken



# Homelessness Transformation, Forthcoming milestones



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- Focus on **homelessness casework standards** and **quality outcomes**
- Improve **upstream notification** from partners and **joint-working**
- Implement **end of Eviction Ban** action plan
- Take forward **staff training** programme
- Increase Capital Letters **PRS procurement** capacity
- Commission out of borough **PRS resettlement floating support**
- Introduce facility for **online viewings** of PRS properties
- Commission short **PRS marketing** video and **pre-tenancy training**
- **Customer charter** – our PRS offer
- **Explore good practice**, e.g. Haringey ‘Find Your Own’ scheme
- **TA control measures** and **move-on panels** commenced
- **Service user feedback** mechanisms introduced, undertake Mystery Shopping exercise
- **IT improvements** – take forward short-term changes; specify wider requirements, consider options and investment decisions.
- **Business process improvements** identified and implemented working with Corporate Business Analyst.



# Improving Customer Access



## TELEPHONES

- Improve customer experience – minimise hunt group call drop-off
- Telephone rota for homelessness caseworkers
- Transform into ACD automated call triaging and distribution of calls (hmlss, lettings, housing options)

## WEB CONTENT AND SELF SERVICE

- Improved self help and information and advice on website
- Housing Options Online Triaging including self-booked appointments
- Improved functionality of Housing Online Registration Form

## APPOINTMENTS

- New appointment system for emergencies and upstream demand
- Use MS Teams/other solutions to conduct telephone/video link appointments



# Improving Customer Access



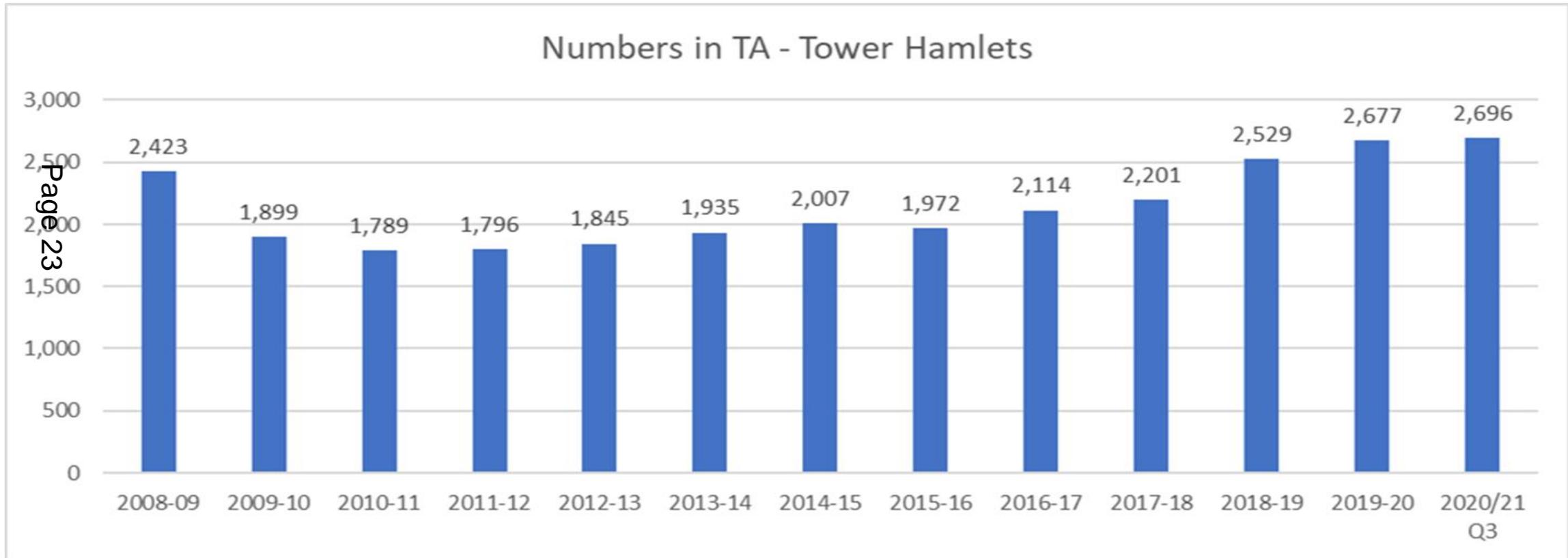
- ACD live from July. 2870 calls received in September (2300 calls received in August 2021)
- Average call waiting time for Lettings = 48 secs and 98% answered; Homelessness/TA line = 5 mins and 89-87% answered.
- New Housing Options web content for ACD live
- New Housing Options Finder tool live
- New Online homelessness self-referral form built, back-end integration approach agreed, and being built
- New customer portal homelessness module being built – document upload, view PHP, SMS appointment reminder and email interface with caseworker
- Housing Reg Northgate forms built (application form, and CoC)
- Successful bid for tablets and mobile phones (PH Outbreak Monitoring Fund)
- Telephone and virtual Zoom interviews; cubicle interviews for face-to-face at Mulberry Place to ensure confidentiality and privacy



# Temporary accommodation increasing costs, Covid and non-Covid related



There had been an underlying upward use of TA prior to Covid



# Temporary accommodation costs, Covid and non-Covid related



- March 2020 significant increase in number of single people needing to be placed in temporary accommodation, particularly B&B; decline in family homelessness during the pandemic
- 260 single adults rough sleeping or at risk given emergency accommodation by Tower Hamlets under 'Everyone In' (46 'no recourse to public funds')
- Budgetary pressures are compounded by HB subsidy loss – on average HB subsidy loss is £120 per week for bed and breakfast accommodation. Subsidy loss for other types of temporary accommodation generally much lower.
- Since Covid peak of 464 in B&B, reduced to approx. 316 in October 2021



# Proposed Tenancy Agreement – Post Consultation Feedback

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H&RSSC

2<sup>nd</sup> December 2021

*Mark Slowikowski*  
*Strategy and Policy Manager*

Agenda Item 3.3



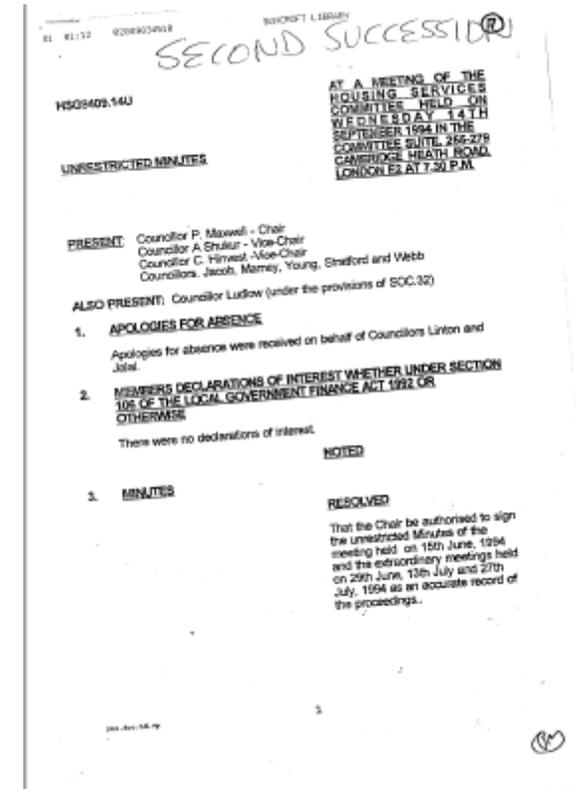
# Background and summary



**All tenants were consulted** on the proposed changes to the tenancy agreement between 6<sup>th</sup> September and 17<sup>th</sup> October 2021

**This 6-week consultation period** was in accordance with S.103 HA 1985, which requires a minimum of 4-weeks for such consultations

The consultation included **a proposal to rescind the second succession policy** adopted by the council in 1994



# The Consultation Process

... Included the following:

1. A dedicated page on the council's *Let's Talk* consultation portal
2. A dedicated **e-mail address** for comments
3. **A webinar** on the proposed changes apart from succession
4. A webinar dedicated to the **proposed changes on succession**



# Consultation Website



- **The Consultation Website Provided...**
- **A Copy of the Preliminary Notice:** this notice was posted to every tenant in accordance with S.103 of the Housing Act (1985). It summarised all the proposed changes that the council wants to make
- **A Copy of the Existing Tenancy Agreement:** a full version of the current tenancy agreement that could be read on-line or downloaded by tenants
- **A Copy of the DRAFT Proposed Changes:** a complete version of the draft proposed agreement with the new rules set out in full for tenants to see the changes being proposed
- **Copies of the Slides used at the 2 Webinars held on the 16<sup>th</sup> and 28<sup>th</sup> September:** so that residents who weren't able to attend could view and download these slides.
- **A FAQ:** a document that contained a dozen of the most frequently asked questions about the consultation exercise

## The Results...

Of the 72 council tenants completing the survey, overall:

**69%** said they were happy  
**25%** said they felt neutral  
**6%** said they were unhappy

With the proposed changes.



# Dedicated E-mail Address



In addition to the consultation site, tenants were provided with a dedicated e-mail address to send in any comments on the proposals:  
[tenagcomments@towerhamlets.gov.uk](mailto:tenagcomments@towerhamlets.gov.uk)

- **A total of 70 e-mails** : were received from tenants
- **The Majority (40 or 57%)** : were requests for further information, clarification or on unrelated matters of housing management. All these were referred to THH to deal with
- **30 Comments (43%)**: were received on the proposed changes across a range of areas including : succession, fire safety, flooring, noise/ASB/gangs, running a business from home, pets and emergency access



# Two Webinars...

- **General Changes Webinar – 16<sup>th</sup> September 2021:** the first of 2 webinars was held on Thursday 16th September on the general changes excluding succession. 15 attendees asked a range of questions concerning owning a second property, laminate flooring, trees and security of tenure.
- There were also some questions on the proposed changes to succession, notwithstanding a separate webinar on this area that took place on **Tuesday 28th September**.
- **Succession Changes Webinar:** this webinar was attended by 13 tenants who provided comments or asked questions on both the proposed change on succession and the proposed removal of the second succession policy.
- Many of the questions were specific scenarios posited by tenants based on their family situation.



# Responses by protected characteristic



- 75% respondents **working age**, the remainder were over the age of 65 (21%).
- 36% of respondents identified **as having a disability** compared to 47% who said they did not.
- 28% of respondents identified as **Asian/Asian British Bangladeshi**, 26% as **White British**, 8% **British Black African** and a further 8% as **White – other white backgrounds**.
- 51% of respondents were **female**, 42% **male** (7% chose not to answer or preferred not to say).
- 71% identified as **heterosexual**, 4% as **bisexual**, a further 4% as a **gay man** and 1% as a **gay woman**.
- 37% of respondents identified as **Muslim**, 31% **Christian**, 19% preferred not to say or chose not to answer, while 8% said they had no religion or belief.



# Conclusion

- 1. Across all consultation platforms:** (online, email and webinars) a total of 130 sets of comments were received equating to an approximate response rate of 1% of the tenant base.
- 2. The most common area commented upon:** was the proposed change to succession including removal of the second succession policy. In total a maximum of 30 comments were received, taking into account the 13 residents that attended the webinar dedicated to this topic and the additional comments received via the online survey (10) and the 7 comments received via e-mail.
- 3. In the main:** the comments received on this area expressed a desire to ensure succession rights were extended to their children and approximately 15 residents requested the retention of the second succession policy.



# Next Steps...



- **A Cabinet Report is being Prepared:** that will recommend...
- **Approval in full ...** of the revised tenancy agreement for council tenants “which has been subject to consultation with residents in accordance with S.103 Housing Act 1985”
- **Approval ...** to rescind the 1994 second succession policy
- **Approval ...** to serve formal notice of variation of tenancy upon the council's tenants

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RESEARCH ETHICS REVIEW APPLICATION  
 TO THE WALDEN UNIVERSITY INSTITUTIONAL REVIEW BOARD  
 REQUESTING APPROVAL TO CONDUCT RESEARCH  
 VERSION 2010A

All shaded areas of this IRB application need to be completed by the researcher. Text in the unshaded areas may not be modified.

By entering an email address in the box to the right of the signature line, the researcher is providing a digital signature and certifying that he or she will read all of the instructions throughout this application;

Enter researcher's electronic signature (email address) here after reading the statement to the right:

I understand that non-compliance with the instructions will result in consequences including the suspension of the researcher's status as a member of the IRB approval process and the potential for legal action.

By entering an email address in the box to the right of the signature line, the researcher is providing a digital signature and certifying that he or she will read all of the instructions throughout this application;

I understand that non-compliance with the instructions will result in consequences including the suspension of the researcher's status as a member of the IRB approval process and the potential for legal action.



**IMPORTANT NOTE FOR STUDENT RESEARCHERS**

It is the student's responsibility to ensure that all research proposals and supporting materials are submitted to IRB@walden.edu for IRB review and approval. It is the student's responsibility to ensure that all research begins prior to receiving explicit IRB approval from IRB@walden.edu. It is the student's responsibility to ensure that all research complies with degree requirements.

**WHAT IS IRB APPROVAL?**

The Institutional Review Board (IRB) consists of staff and faculty members from each of Walden's major research areas and is responsible for ensuring that all Walden University research complies with the university's ethical standards as well as U.S. federal regulations. Any applicable international regulations. IRB approval indicates the institution's official assessment that the potential risks of the study are outweighed by the potential benefits.

IRB approval lasts for 1 year and may be renewed. Outside of the explicit dates and terms of IRB approval, researchers are not entitled to any protections, recognition, funding, or other support provided by Walden University or its affiliates. The review process can be found at Walden's IRB Web site or by sending a specific request to [IRB@walden.edu](mailto:IRB@walden.edu)





# Proposed Tenancy Agreement Consultation



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