

Housing & Regeneration Scrutiny Sub Committee

Agenda

Thursday, 12 January 2023 6.30 p.m.
**Council Chamber - Town Hall, Mulberry Place, 5
Clove Crescent, London, E14 2BG**

Members:

Chair: Councillor Abdul Mannan

Vice Chair:

Councillor Musthak Ahmed, Councillor Ahmodul Kabir, Councillor Faroque Ahmed,
Councillor Nathalie Bienfait, Councillor Marc Francis and Councillor Amy Lee

Co-opted Members:

Mahbub Anam ((Tenant representative)) and Susanna Kow ((Leaseholder
representative))

Deputies: Councillor Bellal Uddin, Councillor James King, Councillor Mohammad
Chowdhury, Councillor Saif Uddin Khaled, Councillor Suluk Ahmed and Councillor
Leelu Ahmed

[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

Town Hall, Mulberry Place, 5 Clove Crescent, London, E14 2BG

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



Public Information

Viewing or Participating in Committee Meetings

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 health and safety measures. You must contact the Democratic Services Officer to reserve a place.

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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, 12 January 2023

6.30 p.m.

APOLOGIES FOR ABSENCE

1. DECLARATIONS OF INTERESTS (PAGES 5 - 6)

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)

3. OPEN ACTIONS

4. REPORTS FOR CONSIDERATION

4.1 Social Housing Landlords Performance Report (Pages 15 - 28)

4.2 Parking on Housing Estates (Pages 29 - 36)

4.3 Damp and Mould - Action Taken (Pages 37 - 44)

5. ANY OTHER BUSINESS

Next Meeting of the Housing & Regeneration Scrutiny Sub Committee

Thursday, 16 February 2023 at 6.30 p.m. to be held in Council Chambers, Town Hall, 160 Whitechapel Road, London E1 1BJ



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.

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE HOUSING & REGENERATION SCRUTINY SUB COMMITTEE

HELD AT 6.30 P.M. ON THURSDAY, 20 OCTOBER 2022

**COMMITTEE ROOM ONE - TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG**

Members Present:

Councillor Abdul Mannan (Chair)

Councillor Musthak Ahmed

Councillor Nathalie Bienfait

Councillor Marc Francis

Councillor Sabina Khan

Councillor Bellal Uddin

Co-opted Members Present:

Mahbub Anam (Tenant representative)

Susanna Kow (Leaseholder representative)

Councillors Present Remotely:

Councillor Ahmodul Kabir

Officers Present:

Mark Slowikowski (Strategy, Policy and Performance Manager)

Officers Present Remotely:

Karen Swift (Director Housing and Regeneration)

Nicola Klinger (Housing Companies Manager)

Riad Akbur (Service Manager, Homelessness)

Guest:

Andrea Baker (Chair of Tower Hamlets Housing Forum (THHF))

1. DECLARATIONS OF INTERESTS

There were no declarations of pecuniary interests. Mahbub Anam declared for transparency, that he is a resident board member for Tower Hamlets Homes (THH).

2. MINUTES OF THE PREVIOUS MEETING(S)

The minutes of the sub committee, 14 July 2022 were approved as a correct record of the proceedings.

3. OPEN ACTIONS

Minutes of the sub committee meeting held on 15 March 2022. – Councillor Marc Francis expressed concern that Tower Hamlets Homes (THH) has not attended the sub committee as requested. The Chair explained that it was not deemed appropriate for THH to discuss performance issues, due to an ongoing consultation being held at that time. THH are scheduled to attend the next Housing and Regeneration Sub Committee meeting.

3.1.1. Social Landlord's Performance Report: 15 March 2022. – Councillor Marc Francis asked that this become a regular standing agenda item, as performance data requires robust scrutiny. The item is on the work plan for the next Housing and Regeneration Scrutiny Sub Committee meeting.

3.1.4. Letters to the Mayor and Clarion Housing Association. – Councillor Nathalie Bienfait requested an update on the recent meeting between the Mayor and Clarion Housing Association. Councillor Marc Francis also queried if the Mayor would issue a formal request for the Regulator to investigate performance concerns, raised by residents of Spitalfields Housing Association.

The Chair clarified that the current Mayor will be sending a letter to the chair of Spitalfields Housing Association to investigate concerns, rather than the Regulator. Karen Swift, Director of Housing and Regeneration, confirmed that a meeting with the Mayor, Spitalfields management team and residents has been arranged. It is hoped that discussions will include an update on the legal case taken by residents, believed to have now been resolved.

Karen Swift also confirmed that a separate meeting with the Mayor and Clarion had taken place and discussions included Clarion's recent cyber-attack, affordable housing site options, an update on decanted residents and redevelopment options for Clare House. The Mayor requested regular updates and a briefing note on the meeting will be shared with the sub committee, once reviewed by the Mayor's Office.

B/F Fire Safety Action Plan. – Karen Swift confirmed a meeting with the Mayor is scheduled for 21 October 2022. Discussions will include ways to strengthen the plan and will contain priorities outlined in the strategic delivery

proposals derived from the Mayor's manifesto. The draft is scheduled for submittance to Cabinet before the end of December 2022.

Following responses from Karen Swift, the sub committee;

Suggested the Chair request an invitation to attend any future meetings with the Mayor and Housing Associations, to provide an extra level of insight and scrutiny to discussions. Details will be provided to the sub committee.

RESOLVED that

1. The Chair to request an invitation to any future meetings with the Mayor and Housing Associations and to provide an update to the sub committee.
2. The presentation be noted.

4. WORK PROGRAMME 2022/23

4.1 Housing & Regeneration Sub-Committee Work Programme

The Chair introduced the work programme for the sub committee and noted that 15 December 2022 meeting has been moved to 12 January 2023. This was approved by the Mayor.

RESOLVED that

1. The presentation be noted.

5. REPORTS FOR CONSIDERATION

5.1 Challenge Session Recommendations

The Chair introduced the recommendations from the challenge sessions held on 15 September 2022 to the sub committee. Karen Swift, Director of Housing and Regeneration and Nicola Klinger, Housing Companies Manager, were asked to discuss the details of the report.

Further to questions from members of the sub committee, Karen and Nicola:

- Confirmed that the Mayor reviewed the report and requested amendments, including having three options for responses and using more clear and concise language. The consultation paper will be sent out to residents from 24 October, and copies will be made available for the sub committee's review.
- Explained that the questionnaire is one of several ways of engaging with residents. Both tenants and leaseholders will receive a copy by

post which will have a specific reference number, and a Frequently Ask Questions section.

- Confirmed that an email address, and an anonymous comments box will be made available for residents to send feedback. There will also be two information webinars, one detailing how to participate, the other enabling residents to interact directly with the council.
- Explained that all resident feedback and response rates will be closely monitored by a dedicated programme team for analysis. The survey's will be available online via the 'Let's Talk Tower Hamlets' engagement platform. The results including the methodology will form part of a report scheduled for Cabinet submittance in March 2023.
- Clarified that the initial proposed consultation budget of £463K encompasses a programme lead, staff costs with initial fees for legal advice, along with Communications and Marketing costs. This also includes further legal and IT costs, and finance analysis required prior to a Cabinet decision for the municipal year 2022/23. Financial analysis on other local authorities who have used external consultants, showed a comparatively higher budget than the costs proposed, which will be met by the Housing Revenue Account reserves (HRA).
- Indicated that a number of options are being considered regarding a transition period with THH staff and residents. Proposals for embedding various functions whilst ensuring resident engagement and services remain consistent are ongoing. Collective views on how the process should evolve will be updated to the sub committee.

Further to the presentation and questions, the sub committee;

- Requested a full breakdown of the associated £463K cost and a rationale on why this was apportioned to the HRA and not the general fund.
- Requested that Informed discussions with the Tenants Residents Association (TRA) be considered with Members and Officers present.

RESOLVED that

1. A full breakdown on the associated £463k with a rationale on why this was apportioned to the HRA be submitted.
2. The presentation be noted.

5.2 Council Representation on the Boards of Social Landlords - THHF

Andrea Baker, Chair of Tower Hamlets Housing Forum (THHF) introduced a presentation on register provider governance, to explore the feasibility of

including council representation on the board of social landlords operating in the borough. Andrea will be attending the sub committee going forward to address any concerns within the sector.

Andrea gave a brief overview of the Board's key responsibilities to set strategy, accountability and development that ensure the mission and core values are adhered to. Details of the Regulator of Social Housing's in-depth assessments on governance and financial viability were outlined, as were the key objectives of the National Housing Federations Code of Governance, required by all registered provider's.

RESOLVED that

1. The presentation be noted.

5.3 Council Representation on the Board of Social Landlords

Karen Swift, Director of Housing and Regeneration, followed Andrea's presentation and introduced the sub committee to the current level of councillors represented on the boards of social landlords in the borough. Currently there are only three registered social landlords who have councillors on the boards of social landlords; East End Homes, Tower Hamlets Community Housing (THCH) and Tower Hamlets Homes (THH). Board recruitment is openly advertised to those with the skillset specific to the needs of the RP and in accordance to the Regulator.

Further to questions from members of the sub committee, Andrea and Karen;

- Explained that council representation to increase transparency with housing associations can only rise when more councillors apply for vacancies on the Governing Board and demonstrate they have the skills and experience required.
- Clarified that there are a number of external independent bodies who deal with social landlord governance concerns, including the Regulator of Social Housing who has a relationship with forum members and encourages transparency. The Regulator can request in-depth assessments, require yearly Governance health checks, which are independently verified by experts, and can even place members to sit at governing Board meetings if required to strengthen the regulatory remit. The Housing Ombudsman also uses warning systems to alert serious service failures reported by residents.
- Clarified that the Regulator does not advocate for RP's nominating councillors to the Board, as this raises concerns.

Further to the presentation and questions, the sub committee;

- Indicated that the solution lies in including more resident representation to the Governance Board, to improve services and to hold registered social landlords more accountable.
- Noted that until the Social Housing Regulation Bill comes into effect with the consumer mandate, the Regulator is under no obligation to discuss any concerns tenants may have when it conducts in-depth assessments compiled of social landlords.

RESOLVED that

1. The presentation be noted.

5.4 Approach and Support to Homeless Applications

Karen Swift, Director, Housing and Regeneration, and Riad Akbur, Service Manager, Homelessness, introduced the report which examined the councils approach to supporting homeless applications. The service receives around 2,000 applicants a year, all requiring specific approaches, and temporary accommodation being one approach.

A Task and Finish group working in conjunction with Customer Services, was established to review long waiting times, emergencies without appointments and applicants with more complex issues. Work is taking place to streamline the process, with departments working together to improve the customer experience.

Further to questions from members of the sub committee, Karen and Riad:

- Explained that a work stream for the emergency out of hours service is currently taking place with the Adult Social Care and Facilities Management, in preparation for when the new Resident's Hub is established at the Whitechapel building. The homeless service will be one of the last services to move from Mulberry Place.
- Indicated that financial advice for residents is available, including a dedicated team to assist social housing tenants facing difficulties or eviction.
- A briefing note on the standards required for temporary accommodation was submitted by the procurement lead to the sub committee for information.
- The council has a duty to assist homeless residents and seeking advice early on is advisable.
- Confirmed that every effort is made to place families within the borough, although housing stock is scarce and demand is high, meaning it is sometimes necessary to place residents in neighbouring

boroughs, or private sector housing when available. It is difficult to estimate how long families remain outside the borough, as each circumstance differs. Where possible family mediation is encouraged.

Further to the presentation and questions, the sub committee;

- Observed that constituents at surgeries express frustration at the level of service. More improvement, external transparency and scrutiny is required.
- Requested the council's KPI's on customer satisfaction, response times and performance, including how personal housing plans are measured by quality of service, be submitted at the next Housing and Regeneration Scrutiny Sub Committee meeting.

RESOLVED that

1. The council's KPI for customer satisfaction, response times and performance, including a breakdown on how personal housing plans are measured by quality of service, be submitted to the next Housing and Regeneration Scrutiny Sub Committee meeting.
2. The recommendations be noted.

6. ANY OTHER BUSINESS

There was no other business discussed.

The meeting ended at 8.34 p.m.

Chair, Councillor Abdul Mannan

Housing & Regeneration Scrutiny Sub Committee

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<p>Non-Executive Report of the:</p> <p>Housing & Regeneration Scrutiny Sub Committee</p> <p>12th January 2023</p>	 <p>TOWER HAMLETS</p>
<p>Report of Ann Sutcliffe, Corporate Director, Place Directorate</p>	<p>Classification: Unrestricted</p>
<p>Social Housing Landlords Performance Report – Q1/Q2, 2022/3</p>	

Originating Officer(s)	Shalim Uddin Partnerships Officer (Strategy and Policy)
Wards affected	All wards

Executive Summary

Social Landlords in the borough produce quarterly performance data for key customer facing performance indicators subsequently 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 for quarters One and Two of the Social Landlords with homes in the borough.

Recommendations:

The Housing and Regeneration Scrutiny Sub Committee is recommended to:

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 Committee Chair has requested social landlord performance data to every meeting. This is to oversee trends specific to frontline delivery of services such as repair response times and resident satisfaction to name a few.

2. ALTERNATIVE OPTIONS

- 2.1 Members 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 registered providers who manage social rented stock in the borough.

Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing along with the Housing scrutiny Sub Committee for information purposes.

- 3.2 The agreed Performance Management Framework is a set of key performance indicators (KPIs). Quarterly performance information is presented to the Statutory Deputy Mayor and Cabinet Member for Housing and the Housing Scrutiny Sub Committee. Good performance from housing landlords supports the Council in ensuring the borough is one where residents are proud to live.
- 3.3 Each social landlord has its own governance arrangements for the scrutiny of performance. Targets are set by individual landlords and scrutinised through their own governance structure. Each and every RP captures performance data via their own agreed mechanisms and methods.
- 3.4 Appendix 1 outlines cumulative performance for quarters One and Two. Six of the fourteen key registered providers who operate in the borough can produce borough specific data (Gateway, Poplar HARCA, Tower Hamlets Homes, Tower Hamlets Community Housing, Eastend Homes and Spitalfields). Borough specific data is currently not inevitably possible for the remaining RPs as they hold housing stock on a regional /national scale. Landlords that operate in multiple borough's or hold stock nationally do their best to provide data they judiciously extract to display borough-specific performance.
- 3.5 Where applicable, RP's have been requested to provide targets they already have in place for their individual organisation/s. These measures will remain in effect until the Tenant Satisfaction Measures (TSM's) are introduced standardising reporting measures for all social Landlords. The TSM's are anticipated to come into effect from April 2023 with RP's capturing data and a full performance report being available from the Housing Regulator due in 2024.
- 3.6 The table below shows the current KPI's requested from each RP as devised by the Benchmarking subgroup (no longer in operation) and current format and method of reporting requested.

Indicator	Format
Number of stage 1 complaints received	Number
% Of complaints responded to within target time	%
Number of stage 2 complaints received	Number
Number of ME/MP enquiries received	Number
Total number of re-lets	Number
Average re-let time in days (standard re-lets)	Number
Average re-let time in days (major works units, including time spent in works)	Number

Number of units vacant but unavailable for letting at period end	Number
Total number of emergency repairs completed year-to-date	Number
Total number of non-emergency repairs completed year-to-date	Number
% Of repairs appointments made	%
% Of repairs appointments kept	%
% Satisfaction with repairs	%
The number of properties which had their gas safety record renewed by their anniversary date	Number
FRA on number of buildings over 18 metres	Number
General Needs Stock Number	Number

3.7 The RPs continue to pursue improvement in all aspects of housing delivery and customer services. However, many variables affect this from being achievable especially where external parties contribute to the success of delivery. For example, whereby an RP outsources their repairs to an external contractor invariably the performance and quality of work can bode either incredibly well for the RP or on the contrary. Below are some strengths and observations throughout the two quarter submissions for the Committee to note.

4 Areas of Strength

4.1 Q1 and Q2 observations

- Nottingham Genesis managed to half the number of stage one complaints received going from 40 to 20 in quarter two. In addition, Poplar Harca also witnessed a considerable drop in stage one complaints going from 138 to 76 in quarter two. Four RPs (THH, Swan, One HR and Harca) achieved between 90-100% in responding to complaints within the target time for quarter two.
- Out of fourteen RP's nine had less than ten stage two complaints for quarter two, Providence Row and Peabody Housing Association had no Member enquiries or complaints to report for quarter two.
- Twelve RPs had less than 20 properties vacant and unavailable for letting which bodes well in terms of ensuring units aren't left vacant given the demand for social housing remains consistently high as ever. Furthermore, for the KPI of standard relets six RPs managed to stay within the 28 days turn around period for quarter two. Whilst RPs do their utmost to fill void properties, factors such as missing paperwork, lack of tenant information viewing refusals and or works required to the property cause delays in re-letting. Nevertheless, the Common Housing Register subgroup continue to pursue ways to counteract this issue by exploring methods exploring A.I alongside Amazon and other databases which can be onboarded to streamline processes and pathways benefiting residents and our Housing Options Team.
- All RPs managed to achieve 100% in terms of their FRA compliance for quarters one and two.

- For repair satisfaction levels 5 RPs managed to achieve 90% and above, and 7 RPs achieving between 80-90% improving from their figure in quarter one for repairs kept when made. A number of landlords saw complaints increase, a seasonal trend reflecting heating and hot water issues when the weather gets colder.
- RPs had 20 or lower member enquiries which equates to just over 6 per calendar month. Seven RPs achieved 80% or lower for the KPI for responding to percentage of complaints within target time for quarter two.
- In quarter one Clarion were unable to submit Key Performance Information due to suffering a cyber-attack on June 18th causing extensive damage to their business IT infrastructure. Consequently, residents were left unable to access repairs, escalate, lodge or process complaints and in some cases pay their rent. Following on from the attack Clarion input temporary measures to support residents and updated their website of any progress made. They have worked tirelessly to restore, rebuild systems whilst ensuring they are strengthened to reduce the likelihood of further attacks occurring. Majority of systems are now up and running again however, there's a backlog which needs to be cleared and will no doubt be further affected as a result of the Christmas period on the horizon.
- **Further key points.**
- Gateway HA saw a rise in stage one complaints for quarter two an increase in 12 in total. Whilst THH saw their quarter one figure go from 418 – 482 an increase of 64 additional complaints.
- Seven RPs fell below the 80% mark of trying to respond to complaints within the time period which is half of the THHF member RPs.
- The following table below shows the RPs who had the highest number of days for average relets inclusive of those in major works. Having said this some of these properties require FRA remedial works which has caused further delays.

<u>RP</u>	<u>Number of Days</u>
Eastend Homes	146.3
London and Quadrant (L&Q)	374
Poplar Harca	162
Providence Row HA	108

- Seven RPs achieved below 90% in satisfaction with repairs although the grade to surpass generally is around 85%-90 most RP's aim to exceed this, furthermore, the three RPs that had the highest figure of Member enquiries and complaints were the following: Poplar Harca (114) THH (312) and Clarion (102).

5 General Updates

5.1 TSM's (Tenant Satisfaction Measures)

The definitive set of 22 Tenant satisfaction measure was released by the RSH in October 2022. Collection of the first year's data will commence on 1 April 2023 concluding on 31st March 2024.

10 of the measures are landlord produced; 12 based on tenant perception Information is to be submitted by social landlords annually from April 2024 and published in the following year by the RSH.

RPs with less than 1000 units will not be required to submit information on an annual basis. There is no expressed requirement to provide local data – although social landlords are expected to consider whether this is necessary based on tenant knowledge.

The method of collecting tenant perceptions survey information is not prescriptive – landlords are to outline the approach they've used, and any major changes justified.

The RSH will collect the data throughout the period of 23-24 and stated upon receipt of the first submissions will most likely implement changes and tweak where it deems necessary. The regulator has asked all RP's to not only collect data for the sake of collecting but to rather do more to understand the demographic. A prerequisite for Rps to pay more attention on stock quality as well as a focus on vulnerable tenants. Vigorously shift from being reactive to proactive in management of resident's needs and overall quality of services wholistically.

A series of discussions will be held with THHF members regarding how the organisations are planning on implementing the TSM's. Furthermore, with the regulator requesting data be provided annually, discussions need to be had between the council and RPs on agreement to continue providing KPI's type and the frequency these KPI's will be submitted to the council.

5.2 RSH letter to RP's regarding Damp and Mould.

The RSH (Regulator of Social Housing) is 'seeking assurance from all providers that they have a clear understanding and strong grip on damp and mould issues in their homes and are addressing risks to tenants' and residents' health. Where they consider providers are not meeting the standards, including the Decent Homes Standard, they will take appropriate action'.

Consequently, from the announcement and tragedy surrounding Awaab Ishaak the RSH has requested all social housing landlords provide the following data back to them by the 19th of December.

- Their approach to assessing the extent of damp and mould issues affecting their properties, including how they assess the prevalence of categories 1 and 2 damp and mould hazards.
- The context of that approach, their most recent assessment of the extent of damp and mould hazards in their homes, including the prevalence of categories 1 and 2 damp and mould hazards

- The action they are taking to remedy any issues and hazards, and ensure that their homes meet the Decent Homes Standard
- Lastly, to inform the RSH how they will ensure that individual damp and mould cases are identified and dealt with promptly and effectively when raised by tenants and residents.

The RPs are currently collating data to respond within the deadline period and will all look to place greater focus on this salient matter.

5.2 Tower Hamlets Housing Forum

5 Subgroups.

The THHF subgroups have commenced meeting for the year and assigning tasks and outcomes which also correlate to Manifesto pledges made by the mayor. A number of subgroups have identified actions within their individual subgroup action plans and will endeavour to complete these tasks within the forthcoming year. Focussing on tasks such as tackling damp and mould, focus on decent homes standards, as well as encouraging and promoting events which celebrate the cultural diversity of our borough to name a few.

The Asset Management subgroup had previously identified Damp and Mould as one of its Action Plan items for 2022-23 aligning it with the mayor's manifesto pledge as well as Decent homes standard. With the recent focus from the RSH and Ombudsman, the group have decided to keep a record of their damp and mould data. Therefore, allowing them and the council to take stock of the most recent figures and being able to monitor figures throughout the seasons to note any peaks and troughs. The subgroup will collectively discuss and explore ways to counteract damp and mould concerns by using the forum to promote best practice and vehemently seek ways to limit cases and improve overall stock condition.

5.1 THHF Exec.

The executive group held their annual AGM on the 28th of September to launch the THHF Annual report for 2021-22. The report captures the boundless work carried out by the forum over the past year as well as information on what each subgroup focuses on. Through collaborative work and partnerships, the exec has been able to hand out £395,000 worth of food vouchers and supported 177 people with food and fuel. As well as offer support, guidance, and information to residents on coping with the cost of living and fuel crisis. Swan alongside Street Doctors helped train 74 young people in life saving first Aid to combat knife crime and reduce the likelihood of knife related fatalities in the borough. RP organisational changes are also taking place with RP's seeking new innovative ways to reduce their carbon footprint, improve repair services by having them locality based and setting up more community gardens to encourage residents to grow their own food and heighten community spirit.

6 Equalities implications

- 6.1 There are no direct equalities implications arising from this report. The measuring tools used to capture feedback such as texts survey's phone calls are carried out to all residents irrespective of their age, gender, status, social, economic, and ethnic background.

7 OTHER STATUTORY IMPLICATIONS

- 7.2 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.

- 7.3 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.

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

- 7.5 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.

- 7.6 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.

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

8. COMMENTS OF THE CHIEF FINANCE OFFICER

- 8.1 This report provides an update to the Housing Scrutiny Sub-Committee on the performance of various providers of social housing (Social Landlords) that operate within the borough. This includes the comparative data for Tower Hamlets Homes which manages the Council's housing stock. There are no direct financial implications arising from this report.

9 COMMENTS OF LEGAL SERVICES

- 9.1 This report is recommending that the Housing and Regeneration Scrutiny Sub-Committee review the performance of individual Social Landlords during Q1&Q2 of 2022-2023.
- 9.2 Regeneration agency Homes England and the Regulator for Social Housing (RSH) focus their regulatory activity on governance, financial viability, and financial value for money as the basis for robust economic regulation. The objectives of the social housing regulator are set out in the Housing and Regeneration Act 2008.
- 9.3 The regulatory framework for social housing in England from the 1st of April 2005 is 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
- 9.4 In addition to 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 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 who are also, at the same time, residents in the local authority area. This provides re-assurance for the Council that the main Social Landlords in the Borough are delivering effective services to their residents.
- 9.5 The Council has no power to act against any Social Landlord (other than 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.

- 9.6 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.
- 9.7 The review of housing matters affecting the area or the inhabitants in the borough fall within remit of the Housing and Regeneration Scrutiny Sub-Committee and are accordingly authorised by the Council's Constitution.

Linked Reports, Appendices and Background Documents

Linked Report

- None

Appendices

- Social Housing Landlords Performance KPI Sheet quarters one and two (2022)
- Supporting commentary and explanations from social landlords as submitted alongside their KPI submissions.

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:

- Shalim Uddin Partnerships Officer (Strategy & Policy / Place directorate)

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Q1R1 Comments	Number of stage 1 complaints received	Percentage of complaints responded to within target time	Number of stage 2 complaints received	Number of MR/MP enquiries received	Total number of re-lets	Average re-let time in days (standard re-let days)	Average re-let time in days (major works units, including time spent in works)	Number of units vacant but unavailable for letting at period end	Total number of emergency repairs completed year-to-date	Total number of non-emergency repairs completed year-to-date	Percentage of repairs completed at first visit	Percentage of repair appointments made	Percentage of repair appointments kept	Satisfaction with repairs	The number of properties which had their gas safety record renewed by their anniversary date	PIA on percentage of buildings over 18 metres	Quarter 1 General Needs Stock Numbers	
Clarion Housing	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Easton Homes	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Gateway Housing Association	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Land O Notting Hill Genesis	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
One Housing Peabody	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Popular HARCA Providence Row Housing Association	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Southern Housing Group Spaffields Housing Association	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Tower Hamlets Community Housing	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Q1R2 Comments	Number of stage 1 complaints received	Percentage of complaints responded to within target time	Number of stage 2 complaints received	Number of MR/MP enquiries received	Total number of re-lets	Average re-let time in days (standard re-let days)	Average re-let time in days (major works units, including time spent in works)	Number of units vacant but unavailable for letting at period end	Total number of emergency repairs completed year-to-date	Total number of non-emergency repairs completed year-to-date	Percentage of repairs completed at first visit	Percentage of repair appointments made	Percentage of repair appointments kept	Satisfaction with repairs	The number of properties which had their gas safety record renewed by their anniversary date	PIA on percentage of buildings over 18 metres	Quarter 2 General Needs Stock Numbers	
Clarion Housing	Performance in the area of complaints was impacted due to the cyber security incident that occurred in June. Where possible stage 1 complaints have been progressed. However systems are coming back online we expect to answer complaints in a more timely fashion.		Good progress continues to be made with Member Enquiries. Given the cyber attack, some responses have been outside of target.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.	Following the cyber security incident in June, we remain unable to provide this data.
Easton Homes	A review is being undertaken to understand the reasons for late responses																	
Gateway Housing Association	We are currently reviewing our complaints process and how they have been impacted since 1st April 2022 so we are unable to provide an accurate calculation																	
Land O Notting Hill Genesis	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
One Housing Peabody	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Popular HARCA Providence Row Housing Association	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Southern Housing Group Spaffields Housing Association	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	
Tower Hamlets Community Housing	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	No Comments	

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THHF - Q1 & Q2 (2022) - Quartile Report

Organisation	Q1 Number of stage 1 complaints received	Q2 Percentage of complaints responded to within target time	Q3 Number of stage 2 complaints received	Q4 Number of ME/MH enquiries received	Q5 Total number of re-lets	Q6 Average re-let time in days (standard re-lets) days	Q7 Average re-let time in days (major works units, including time spent in works)	Q8 Number of units vacant but unavailable for letting at period end	Q9 Total number of emergency repairs completed year-to-date	Q10 Total number of non-emergency repairs completed year-to-date	Q12 Percentage of repair appointments made	Q13 Percentage of repair appointments kept	Q14 Satisfaction with repairs	Q15 The number of properties which had their gas safety record renewed by their anniversary date	Q16 FRA on percentage of buildings over 18 metres	Q17 Quarter 1&2 General Needs Stock Numbers
No Data provided due to 0P suffering - Colerain Hill NP																
Clarion Housing Q1	197	79%	9	102	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	646	100%	3992
Q2	49	72%	5	9	15	49	50	5	397	288	94%	94%	76%	0	100%	3777
Eastend Homes Q1	37	80%	3	16	20	24.4	16.2	14	1476	1726	87%	93%	97%	1793 1761	100%	2327
Q2	30	70%	7	22	35	28	28	5	653	1009	N/A	N/A	76%	385	100%	2407
Gateway HA Q1	52	N/A	7	22	19	26	26	7	1377	4051	N/A	N/A	83%	185	100%	1854
Q2	159	82%	159	23	14	202	204	31	381	1007	41	90%	76%	1012	100%	1364
L&Q Q1	174	75%	174	18	7	174.3	174	18	823	2111	34	97%	82%	200	100%	1863
Q2	402	75%	5	9	13	40	90	5	227	1643	94%	94%	74%	9	100%	2777
Notting Hill Genesis Q1	20	N/A	1	13	9	45.4	178	8	335	927	N/A	98%	84%	166	100%	1755
Q2	74	98%	16	51	12	28	49	9	1252	3928	100%	97%	86%	2280	100%	2874
One Housing Q1	78	98.00%	20	67	29	35	51	10	3187	8097	95%	97%	81%	2277	100%	2823
Q2	22	6	6	20	23	25	76	6	425	1628	147	88%	76%	140%	100%	1880
Peabody Q1	16		7	0	22	16	56	1	1108	3665	100	87%	76%	100%	100%	1880
Q2	138	93.00%	8	108	21	N/A	189	12	1702	3951	100%	100%	94%	4711	100%	1261
Poplar HARCA Q1	76	92.00%	3	114	33	N/A	162	10	3632	7756	N/A	N/A	95%	4713	100%	4938
Q2	1	100%	0	1	0	0	108	1	70	246	100%	100%	91%	75	100%	95
Providence Row HA Q1	1	47%	0	0	0	0	108	0	127	727	32%	90%	98.2%	48	100%	98
Q2	51	100%	5	11	17	33	N/A	3	N/A	N/A	N/A	N/A	74%	100%	100%	1185
Southern HG Q1																
Q2	48	93%	6	19	8	46.2	N/A	0	65	485	499	100%	98%	203	100%	745
Spitalfields HA Q1	21	80%	2	14	1	28	N/A	0	142	392	90%	93%	93%	200	100%	742
Q2	32	100%	10	22	10	31	40	9	811	2407	96%	96%	99%	99%	100%	1555
Swan Housing Q1	49	100%	2	35	18	24.4	34	12	1021	4876		97%	90%	99%	100%	1555
Q2																
THCF Q1	No Data provided from NP															
Q2	23	38%	0	60	15	40	54	1	667	2192		94%	83%	48	100%	2002
THCF Q1	418	100%	94	389	56	26.74	34	80	5894	11593		86%	86%	2,382	100%	12184
Q2	472	72.20%	71	312	58	21.46	41	11151	12056	21669		87%	87%	3,859	100%	11586
2nd quartile	3	72.20%	0	11	10	25	47	11553	232	11553	647	1	98.7%	473 100.00%	100.00%	11336
3rd quartile	41	95.20%	6	22	15	31	81	740	1945	1945	41	1	94.2%	18200.00%	100.00%	2124
4th quartile	77	95.44%	9	59	23	43	130	7	1346	2378	1	1	84.4%	20000.00%	100.00%	1829
5th quartile	418	100.00%	174	389	56	20.2	374	2	5854	10208	1	1	78.0%	900.00%	100.00%	1364

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N/A OR NO DATA PROVIDED / AWAITING DATA SUBMISSION

90-100% or low number

80-90%

80% or lower / high number

60-70% OR NUMBERS

Mixed Data

KPIs 1,4,7, 9,10,12,13 and 17 No grading.

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ESTATE PARKING

LBTH HOUSING & REGENERATION

CRUTINY SUB-COMMITTEE

January 2023



PARKING

Page 30

- (probably) the most contentious estate management issue
- a problem *everywhere*, not only in Tower Hamlets
- sets...
 - ...car owners against green lobby
 - ...neighbours against neighbours
 - ...residents against non-residents
 - ...residents against landlords
 - ...children against parents



PUBLIC vs. PRIVATE LAND

- different laws and powers apply to public and private land
- public land and highways parking is managed by LBTH and/or Police
- housing association estates are private land

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ESTATE PARKING

each Housing Association has its own parking policy

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generally, includes:

- charges (free for resident blue badge holders)
- enforcement by an accredited contractor



PROTECTION OF FREEDOMS ACT 2012

Deals with...

- Biometric Data
- CCTV
- Counter Terrorism
- Criminal Records
- Data Protection
- People Trafficking
- Police and Criminal Evidence
- Powers of Entry
- RIPA
- Safeguarding Vulnerable Groups
- Stalking

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...and parking



Protection of
Freedom Act 2012

PROTECTION OF FREEDOMS ACT 2012

Chapter 2: Vehicles left on land *Offence of immobilising etc. vehicles*

Page 34

“(1)A person commits an offence who...

(a) immobilises a motor vehicle by the attachment to the vehicle, or a part of it, of an immobilising device, or

(b) moves, or restricts the movement of, such a vehicle by any means...”



ENFORCEMENT

- relies on laws of contract and trespass
- drivers considered to have accepted terms and sanctions if there's adequate signage
- breach of tenancy/lease
- civil injunctions

Page 35



ON THE GROUND

- physical/verbal abuse

- residents
- staff and contractors

- new statutory code (currently under Govt. review)

- 'grace' period
- reduced max. penalty charge
- reduced debt collection fee
- 'appeals charter'

- vandalised signs

- no signs, no penalty charge



Damp and Mould: Action taken in response to DLUHC/Secretary of State's Letters to LAs and RPs

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Karen Swift, Director of Housing & Regeneration

Agenda Item 4.3



Background



Death of Awaab Ishak (December 2020) confirmed as a result of severe respiratory conditions caused by prolonged exposure to mould in a Rochdale Boroughwide Housing flat.

Two letters sent by Secretary of State on 19 November requesting assessment and action across all tenures re: damp and mould from:

1. **Council CE's and leaders (PRS)** initial response provided on 30/11/22, full response by 27/01/23
2. **All other RPs including Tower Hamlets Homes (social rented)** – to respond to RSH by 19/12/22



LA Initial Response provided 30/11/22



- Confirmed that request was received and that a full response will be provided by 27 January 2023.
- Confirmed that a working group has been set up to formulate a plan to further address these issues across all tenures in the borough - exploring how data on damp and mould issues can be used to improve operational practices and inform local policies.
- Confirmed that THH will provide information requested separately to RSH and partner RPs had been reminded to respond to RSH by 19 December 2022.
- Provided information on how we already tackle damp and mould issues in the PRS and in Temporary Accommodation.
- Confirmed that we anticipated no issues in providing a full response for 27 January.



LA full response due on 27/01/23



Concerned with private rent sector properties in the borough.

Relates to high scoring (bands D and E) category 2 damp and mould hazards, as per 'Housing health and safety rating system (HHSRS) enforcement guidance: housing conditions' and should provide DLUHC with:

- An assessment of damp and mould issues affecting PRS properties in Tower Hamlets, including the prevalence of category 1 and 2 damp and mould hazards; and
- An assessment of the action identified that may need to be taken in relation to damp and mould issues affecting PRS properties in Tower Hamlets; and
- The specific activity taken over the last three years to address damp and mould hazards in the PRS - covering the amount and nature of remediation and enforcement activities (Civil Penalty Notices and prosecutions; and
- The plans in place to prioritise the enforcement of housing standards more generally, **(across all tenures)**, with a **particular focus on how you will ensure adequate enforcement capacity to drive up standards in the PRS.**



Final response will address:

- The number of damp and mould hazards that the council has remediated in the PRS compared to the council's assessment of the prevalence of these hazards.
- The number of times the council has taken enforcement action to remedy damp and mould hazards and the form this action has taken in the PRS.
- The number of civil penalty notices issued in relation to non-compliance with enforcement action over non-compliance over damp and mould issues.
- The number of successful prosecutions pursued in relation to damp and mould hazards in the PRS; and
- How the council prioritises enforcement of housing standards more generally **across all tenures** including plans to ensure that the council has adequate enforcement capacity to drive up standards in the PRS (setting out the plans in place)



Damp and Mould Working Group



- Working group of senior council officers across all services including housing, public health and environmental health initiated in December 2022. Co-chaired by Director of Housing & Regeneration and Associate Director of Public Health.
- **Primary focus up to 27 January is to ensure a thorough and full response to DLUHC and SoS.**
- Response will provide assurance to DLUHC that the council is tackling these issues in the PRS as well as an opportunity to lobby for further resources and funding – as DLUHC intend to use this information to shape and inform future government policy.
- Working group will be considering how best to deliver activities post-response - its future governance and the resources available to support the working group.



Tower Hamlets Homes



- Communications to residents on damp and mould has been an ongoing discussion at THH since the judgement of the Rochdale Coroners Court and a key feature of campaigns since the beginning of the autumn.
- Six damp and mould videos have been regularly scheduled on social media since 6 September. These have been paused while THH re-evaluate them all in light of the recent media coverage. In the meantime, THH's Comms Team has met with the council's Comms Team to plan a joint campaign in the New Year.
- THH provided their full response to the RSH on 19 December 2022. Response required information around THH's processes and procedures in dealing with damp and mould issues, and THH will be making changes to these.
- THH pick up on damp and mould issues via stock condition surveys and repair requests (repair requests are the main route).
- THH changed their repair designations last July to better distinguish damp and mould issues.



Register Providers (THHF)



- Mayor Rahman sent correspondence to all THHF RPs (reminding them of their responsibilities to residents) with THHF's Chair confirming that information will be provided by the RPs to the RSH.
- THHF Registered Providers sent their responses by 19 December to the RSH and are reviewing services against the recommendations made in the Housing Ombudsman's October 2021 Spotlight Report on Damp and Mould.
- THHF's Asset Management sub-group had already identified damp and mould as a priority for its 2022-23 action plan. Members will be monitoring cases to enable benchmarking and sharing of best practice.
- These figures will be available for the council to keep a track on the incidence of damp and mould issues across borough RPs later on in the New Year.
- The THHF executive and sub-groups will be exploring ways to improve communications and the information, advice and guidance provided to their residents to help combat damp mould cases.

