

# Housing & Regeneration Scrutiny Sub Committee

## Agenda

**Monday, 24 June 2024 6.30 p.m.**  
**Council Chamber - Town Hall, Whitechapel**

### **Members:**

**Chair:** Councillor Bodrul Choudhury

### **Vice Chair:**

Councillor Ana Miah, Councillor Ahmodul Kabir, Councillor Amin Rahman, Councillor Mohammad Chowdhury, Councillor James King and Councillor Asma Islam

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

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

**Deputies:** Councillor Marc Francis, Councillor Amina Ali, Councillor Iqbal Hossain, Councillor Abdul Mannan and Councillor Bellal Uddin

[The quorum for this body is 3 voting Members]

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

justina.bridgeman Democratic Services Officer (Committees),

justina.bridgeman@towerhamlets.gov.uk

020 7364 4854

Town Hall, 160 Whitechapel Road, London, E1 1BJ

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



## Public Information

### Viewing or Participating in Committee Meetings

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**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

Monday, 24 June 2024

6.30 p.m.

### APOLOGIES FOR ABSENCE

#### 1. DECLARATIONS OF INTERESTS (PAGES 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

**Further Advice** contact: Linda Walker, Interim Director of Legal and Monitoring Officer,  
Tel: 0207 364 4348

#### 2. APPOINTMENT OF VICE CHAIR

#### 3. HOUSING AND REGENERATION TERMS OF REFERENCE, MEMBERSHIP, QUORUM & DATES OF MEETING FOR 2024/25

#### 4. MINUTES OF THE PREVIOUS MEETING(S) (PAGES 19 - 26)

To confirm as a correct record of the proceedings the unrestricted minutes of the meeting held on 13 May 2024.

#### 5. REPORTS FOR CONSIDERATION

##### 5.1 Review the Progress Against the Ambition to Build 1000 New Homes a Year (Pages 27 - 54)



**5.2 Review the Progress of THH Major Works Programme (Pages 55 - 72)**

**6. ANY OTHER BUSINESS**

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

Monday, 16 September 2024 at 6.30 p.m. to be held in Council Chamber - Town Hall,  
Whitechapel



The best of London in one borough

**Tower Hamlets Council**  
Tower Hamlets Town Hall  
160 Whitechapel Road  
London E1 1BJ

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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.



<p>Non-Executive Report of the:</p> <p><b>Housing and Regeneration Sub-Committee</b></p> <p>24th June 2024</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Director of Legal and Monitoring Officer</p>	<p><b>Classification:</b> Open (Unrestricted)</p>
<p><b>Housing and Regeneration Scrutiny Sub-Committee Terms of Reference, Quorum, Membership and Dates of Meetings 2024/25</b></p>	

<b>Originating Officer(s)</b>	Justina Bridgeman, Committee Services Officer
<b>Wards affected</b>	All wards

## Executive Summary

This report sets out the Terms of Reference, Quorum, Membership and Dates of Meetings of the Housing and Regeneration Scrutiny Sub-Committee for the Municipal Year 2024-25 for the information of the Housing and Regeneration Scrutiny Sub-Committee members.

## Recommendations:

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

1. Note its Terms of Reference, Quorum, Membership and Dates of future meetings as set out in Appendices 1, 2 and 3 to this report.
2. Determine the preferred time at which the scheduled meetings will start.

## 1. REASONS FOR THE DECISIONS

- 1.1 The report is brought annually to assist new and returning Members by informing them of the framework of the Committee set out in the Council's Constitution.

## 2. ALTERNATIVE OPTIONS

- 2.1 Not applicable to this report

## 3. DETAILS OF THE REPORT

- 3.1 At the Annual General Meeting of the full Council held on 21<sup>st</sup> May 2024, the Authority approved proportionality, establishment of the Committees and Panels of the Council and appointment of Members. It delegated authority to the Overview and Scrutiny Committee (OSC) to establish its sub-committees.

- 3.2 The Overview and Scrutiny Committee met on the 21 May 2024 and agreed

to set up three sub-committees, including this one, on which occasion they agreed the terms of reference for all three sub-committees.

3.3 As per tradition, following the Annual General Meeting of the Council at the start of the Municipal Year, various committees are established and those committees note their Terms of Reference, Dates of meetings, Quorum and Membership for the forthcoming Municipal Year. These are set out in **Appendix 1 and 2** of the report.

3.4 Meetings are scheduled to take place at 6.30pm **See Appendix 3.**

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

4.1 When drawing up the schedule of dates, consideration was given to avoiding school holiday dates and known dates of religious holidays and other important dates where at all possible.

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

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

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

5.2 No statutory implications have been identified.

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

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

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

7.1. The Council is required to establish an Overview and Scrutiny Committee to discharge the functions under sections 9F to 9FI of the Local Government Act 2000. Establishment of the Housing and Regeneration sub-committee is consistent with Part 1.6 and Article 6 of the Council's Constitution. The proposed membership of the sub-committee complies with the requirements of Schedule A1 to the Local Government Act 2000.

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

### **Linked Report**

- None

### **Appendices**

- Appendix 1 – Terms of Reference of Scrutiny Sub Committee.
- Appendix 2 – Membership for the Scrutiny Sub Committee.
- Appendix 3 – Dates of Scrutiny Sub Committee Meetings 2024/25

### **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:**

N/A

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## Terms of Reference of Scrutiny Sub Committee

### Housing and Regeneration Scrutiny Sub-Committee

**Summary Description:** The Housing and Regeneration Scrutiny Sub-Committee will undertake overview and scrutiny pertaining to housing management and planning matters, as well as regeneration strategy and sustainability, including economic development, regeneration and inequality; and employment strategy and initiatives and skills development.

**Membership:** 7 non-executive councillors – the chair, six councillors, and 2 non-voting Co-Optees, one tenant and one leaseholder representative.

Functions	Delegation of Functions
1. Reviewing and/or scrutinising decisions made or actions taken in connection with the discharge of the Council's housing functions.	None
2. Advising the Mayor or Cabinet of key issues/questions arising in relation to housing and regeneration reports due to be considered by the Mayor or Cabinet.	None
3. Making reports and/or recommendations to the full Council and/or the Mayor or Cabinet in connection with the discharge of housing and regeneration functions.	None
4. Delivering (3) by organising an annual work programme, drawing on the knowledge and priorities of the Council, registered providers and other stakeholders, that will identify relevant topics or issues that can be properly scrutinised.	None
5. Holding service providers to account, where recent performance fails to meet the recognised standard, by looking at relevant evidence and make recommendations for service improvements.	None
6. Considering housing and regeneration matters affecting the area or its inhabitants, including where these matters have been brought to the attention of the sub-committee by tenant and resident associations, or members of the general public.	None
7. The sub-committee will report annually to the Overview and Scrutiny Committee on its work.	None

**Quorum:** Three voting Members

**Additional Information:** Is contained in:

- Constitution Part A Section 9 (Overview and Scrutiny)
- Constitution Part B Section 30 (Overview and Scrutiny Procedure Rules)
- Constitution Part D Section 54 (Housing and Regeneration Sub-Committee Procedure Rules)

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**SCRUTINY SUB COMMITTEE 2024-2025**

**Housing and Regeneration Scrutiny Sub-Committee**

**(Seven non-executive members of the Council plus two co-opted members)**  
 Can be drawn from all non-executive members. Lead Scrutiny Member for Health and Adults will chair)

<b><i>Aspire Group (4)</i></b>	<b><i>Labour Group (3)</i></b>	<b><i>Ungrouped (0)</i></b>	<b><i>Co-Opted Members (for information – to be appointed by Overview and Scrutiny Committee)</i></b>
<p>Councillor Bodrul Choudhury - Chair                      Councillor Ana Miah                      Councillor Ahmodul Kabir                      Councillor Amin Rahman</p> <p><b>Substitutes</b>                      Councillor Bellal Uddin                      Councillor Iqbal Hossain                      Councillor Abdul Mannan</p>	<p>Councillor Mohammad Chowdhury                      Councillor James King                      Councillor Asma Islam</p> <p><b>Substitutes</b>                      Councillor Marc Francis                      Councillor Amina Ali</p>		<p><i>Susanna Kow (Leaseholder)</i></p> <p><i>Mahbub Anam (Tenant)</i></p>

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**HOUSING AND REGENERATION SCRUTINY**  
**SUB-COMMITTEE**

**MEETING PROCEDURE AND SCHEDULE OF MEETING DATES**  
**2024-2025**

**1. Chair and Membership**

- 1.1 Sub-Committees will be chaired by a Member of the Overview and Scrutiny Committee. For this Sub-Committee it will be the Lead Scrutiny Member for Regeneration, Inclusive Development and Housebuilding for 2024-25. The membership of the Housing and Regeneration Scrutiny Sub-Committee has been determined by the Overview and Scrutiny Committee.

**2. Frequency of meetings**

- 2.1 The Housing and Regeneration Scrutiny Sub-Committee will meet 5 times this year. The following dates are available in the Corporate Diary for 2024/25:

- 24 June 2024
- 16 September 2024
- 02 December 2024
- 24 February 2025
- 01 April 2025

Meetings are scheduled to take place at 6.30pm. The Sub-Committee may arrange other meetings as and when necessary to consider any urgent issues as well as arranging meetings for detailed scrutiny reviews and challenge sessions.

**Support to the Sub-Committee**

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

(c) Dissemination of minutes and decisions

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

(d) Research and analysis

(e) Work programme development

(f) Support with undertaking reviews and challenge sessions

(g) Drafting review reports and challenge sessions

## **5. Proceedings**

5.1 The Health and Adults Sub-Committee will generally meet in public and conduct its proceedings in accordance with the rules and procedure contained in the Council's Constitution such as the:

(a) Council Procedure Rules;

(b) Access to Information Procedure Rules, and

(c) The Overview and Scrutiny Procedure Rules.

COMMITTEE, 13/05/2024

**LONDON BOROUGH OF TOWER HAMLETS  
MINUTES OF THE HOUSING & REGENERATION SCRUTINY  
SUB COMMITTEE**

**HELD AT 6.39 P.M. ON MONDAY, 13 MAY 2024**

**THE COMMITTEE ROOM 1, TOWER HAMLETS TOWN HALL,  
160 WHITECHAPEL ROAD, E1 1BJ**

**Members Present in Person:**

Councillor Abdul Mannan                      -(Chair)

Councillor Musthak Ahmed

Councillor Shafi Ahmed

Councillor Marc Francis

Councillor Asma Islam

Councillor Bodrul Choudhury

**Other Members Present in Person:**

Councillor Kabir Ahmed                      -(Cabinet Member for Regeneration, Inclusive  
Development and Housebuilding)

**Other Members Present Remotely:**

Councillor Ahmodul Kabir

**Co-Optees Present in Person:**

Mahbub Anam                                      -(Tenant Representative)

Susanna Kow                                      -(Leasehold Representative)

**Officers Present in Person:**

Paul Patterson                                      -(Corporate Director Housing & Regeneration)

Paul Burgess                                      -(Strategy and Policy Officer)

Justina Bridgeman                              -(Democratic Services Officer, Committees)

Mubin Choudhury                              -(Performance Improvement Analyst)

COMMITTEE, 13/05/2024

Shalim Uddin -(Partnerships Officer, Strategy and Policy)

Karen Swift -(Director Housing and Regeneration)

**Officers Present Remotely:**

Shane Mills -(Programme Analyst)

Daniel Kerr -(Senior Strategy and Policy Officer)

**Invited Guests:**

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

Residents -(Tower Hamlets Community Housing)

**APOLOGIES**

No apologies were received.

**1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS**

There were no declarations of pecuniary interests, however, Susanna Kow declared she is a Tower Hamlets Leaseholder, Councillor James King declared he is a Tower Hamlets Leaseholder and Councillor Shafi Ahmed declared he is a Tower Hamlets Homes Leaseholder and Board Member.

**2. MINUTES OF THE PREVIOUS MEETING**

The minutes of the Sub Committee meeting held on 29 February 2024 were approved as a correct record of proceedings.

**3. OUTSTANDING ACTIONS**

Paul Burgess, Strategy and Policy Officer, informed Members that no updates have been received for the following actions;

- An Estates ASB Summer Action Plan be submitted to the sub-committee for municipal year 2023/24. *27 April 2023 Meeting.*
- THH in-house arrangements – review resident engagement to give residents more opportunity to contribute and not just putting the emphasis on residents board. *11 October 2023 Meeting.*
- Details on the Service Improvement Group will be circulated to Members. *10 October 2023 Meeting.*

COMMITTEE, 13/05/2024

The comprehensive report on THH Major Works Programme requested at the 27 April 2023 meeting, which should include information on response times and general performance, has now been deferred to the 24 June Meeting. Members expressed concern about the length of time in receiving the information, particularly the update on resident engagement and in-house arrangements.

The Housing and Regeneration Sub-Committee **RESOLVED**;

1. That details on the Tower Hamlet Homes (THH) Major Works Programme will be brought to the sub-committee for the 24 June Meeting.

#### **4. REPORTS FOR CONSIDERATION**

##### **4.1 RESIDENTS FEEDBACK ON TOWER HAMLETS COMMUNITY HOUSING PERFORMANCE.**

The Chair invited residents from Tower Hamlets Community Housing (THCH) to discuss their experiences with the housing provider. One online resident, who requested anonymity, described THCH as not fit for purpose, noting the ineffective repairs service, inadequate administration processes, letters addressed to the wrong resident with grammatical errors and the refusal to refund service charge overpayments. Members were informed that residents have no redress and claimed that, although senior staff and the Board are fully aware, vulnerable residents are left unable to complain.

Gaz Rahman, a leaseholder from Vollasky House Estate, reiterated the repairs concerns and claimed these failures contributed to a death in Vollasky House. At present, there are three properties with 3 inches of stagnant water inside and no remediation has been initiated. A surveying report obtained by an independent company revealed 19 defaults within the estate. A report from the Housing Ombudsman states that THCH are guilty of severe maladministration in relation to service charges and disrepairs over a significant period of time, although nothing has been done to rectify issues and Vollasky House is not a safe place to live. Mr Rahman queried why the Council has not intervened and why staff are still employed, when they do not respond to residents.

Anne Ambrose, a tenant from Minerva Estate, outlined details of the proposed merger with THCH and Poplar Harca and how residents had no redress to voice concerns. Ms Ambrose stated that THCH were not transparent and only informed residents that the merger would no longer occur when it was already common knowledge. Many permanent staff members have left the organisation; however, senior staff and the Board still remain, which only intensifies the situation. Members were asked to confirm if THCH will be brought in-house and if locally based providers can manage the properties going forward. Ms Ambrose who shared photographs of communal disrepair, urged for Council assistance.

COMMITTEE, 13/05/2024

Jakia Begum, a resident from Charles Dickens House, then spoke about being misled on bidding for the property as there were hidden heating charges concealed in the rent, for £88.00 per week. Requests for invoices have not been adequately addressed, as they are either corrupted when sent via email or only available through a password that is not provided. Mrs Begum has been charged twice for utilities, once by the landlord and again from energy suppliers since the start of her tenancy and no explanation have been given by THCH. Emails have been ignored, requests for Stage 1 complaint was refused and hot water has not been provided to her residence.

Members were informed that CCTV services have been faulty for nearly 5 years but residents are still being requested to pay despite numerous complaints. Residents are required to pay a fee for services which are not being performed. Cleaning does not occur within the communal areas and complaints are frequently ignored.

Mushin Manir, whose mother lives in Folly House, expressed concerns that she and many other leaseholders have regarding reporting repairs, which have not been rectified, despite THCH's claims that contractors have attended. Requests for invoices or receipts of repairs been made although THCH have stated these details cannot be shared. The electricity is switched on in communal areas only during daylight hours. Concerns have been reported to the landlord since 2008 but have not been addressed.

Mr Manir queried why the Environmental Health team have not visited properties to review concerns which exceeds specific time frames. He then claimed that THCH are using legal jargon in an attempt not to fulfil their landlord obligations. Water leaking from pipes in ceilings has not been rectified, as the provider claims they cannot gain access, although the upstairs resident has, but was informed that the source of the leak cannot be found. Mr Manir requested more transparency regarding the proposed merger take place.

Peter Mengerink, a resident of Painter House, described his experiences, which mirrored the other residents. Cleaning services appears to only take place on the stairwell and THCH do not follow their own timeframe for resolving complaints or repairs. Residents have been informed that they are responsible for repairs that contradict tenancy agreements. Mr Mengerink asserted that the services charges are too high, and contacting the Housing Officer or manager is ineffective, as no details of who they have been given.

Members were told that senior management work from home and do not respond to complaints and staff turnaround for all departments is high. An improvement plan apparently signed off by the regulator has not been sent to residents and many no longer trust the management. Mr Mengerink urged the Council to ask the housing Regulator to intervene. The Board do not appear to have any oversight of major concerns residents have with THCH. Mr Mengerink suggested that an open letter for residents should be published to establish a

COMMITTEE, 13/05/2024

set of improvements and explain why the merger did not take place. The Council should also consider bringing the service in-house.

Councillor Kabir Ahmed, Cabinet Member for Regeneration, Inclusive Development and Housebuilding, informed Members that a meeting took place with residents of Charles Dickens House to discuss initial concerns. Mayor Lutfur Rahman also met with residents and THCH management and sent a letter to the Regulator to request residents to be informed of the merger and for the merger to be kept as local as possible. Councillor Ahmed also spoke with Poplar HARCA who were not fully informed of why the merger did not occur. Members were informed that due to the current amount of debt THCH has and other regulatory requirements, it would not be feasible to bring the provider in-house.

Andrea Baker, Chair of Tower Hamlets Housing Forum (THHF) and Director of Housing at Poplar Harca, stated that the merger with THCH would be the best for residents, and are still eager to continue and welcome further discussions. Karen Swift, Director of Housing and Regeneration, then confirmed that a meeting was scheduled to take place with THCH management on 16 July prior to the merger not going ahead.

Further to questions from the sub-committee, Councillor Kabir Ahmed and Karen Swift;

- **Clarified** that although THCH concerns have been raised to both Councillors and The Mayor, residents have not received a response. Members were urged to use their voices to speak to the housing regulator as advocates for THCH residents on their concerns.

Members stated that they would like to be informed of any discussions regarding the issue which can be accessed to assist the Mayor in implementing improvements on the residents' behalf. Members then requested that the Mayor meet with the Minister for Housing, the Regulator for Social Housing and MPs to request immediate action on behalf of the residents.

The Housing and Regeneration Sub-Committee **RESOLVED**;

1. That a written request be made to the Mayor to initiate a formal request to meet with the Minister for Housing, the Regulator for Social Housing, and MPs to investigate THCH performance concerns on behalf of residents.

#### 4.2 SOCIAL LANDLORDS PERFORMANCE REPORT: QUARTER 3

Mubin Choudhury, Performance Improvement Analyst, introduced the consultation reports for quarter 3 for Registered Providers (RPs). This included a summary of the key strengths, challenges and general updates reflected in the report.

COMMITTEE, 13/05/2024

Mr Choudhury noted that the Key Performance Indicators (KPI's) are now in line with the Regulators for Social Housing (RSH) Tenant Satisfaction Measures and the Regulator will publish all submissions from the RP's later this year. It was also noted that Tower Hamlets Homes (THH) have been added to the report under Tower Hamlets Council and will now be included in all future reports.

Further to questions by the sub-committee, Mubin Choudhury, Shalim Uddin, Partnerships Officer, Strategy and Policy and Andrea Baker:

- **Confirmed** that RP's can make comments or answer specific questions to accompany the data, although the Council does not have any authority to act against any RP, or scrutinise the data provided. Only the RSH has those powers.
- **Explained** the RP's share best practice with each other but do not have the power to scrutinise, as this is undertaken by the RP's Board.
- **Clarified** that once KPI's are published in the Autumn by the RSH, these can then be compared with data received by the Council to identify any anomalies.

Further to questions, Members were sceptical of the data presented and suggested that details of Member Enquires (ME's), Mayoral Enquires and relet properties related to specific providers should be tabled in the report. Andrea Baker confirmed that concerns raised regarding the performance figures and details on relets will be brought to the Tower Hamlets Housing Forum (THHF).

Karen Swift suggested that data could be obtained directly from RSH after the quarter 1 reports in the Autumn and that THH will be asked to provide a breakdown on all void properties. The Sub-Committee were encouraged as Ward Members to meet with RP's in their ward to discuss concerns raised by residents. The Chair requested any further questions to be forwarded in writing to Officers.

The Housing and Regeneration Sub-Committee **RESOLVED**;

1. That THH provide a breakdown on all void properties for review.
2. That the report be noted.

#### 4.3 THE CUSTOMER JOURNEY FOR HOUSING NEEDS

Councillor Kabir Ahmed, Cabinet Member for Regeneration, Inclusive Development and Housebuilding and Karen Swift, Director of Housing and Regeneration, presented an update of the customer journey for housing needs. Shane Mills, Program Analyst, also answered questions. It was noted that the average days to complete and complete online housing register applications increased due to multiple requests for information from the customer, as well



COMMITTEE, 13/05/2024

as system issues. The communication timeline has now been extended to 28 days to reply to additional information and the system has now been upgraded.

Members were also informed that more staff are required to clear the backlog of applications, many of which are customers who submitted application forms over a year ago but did not respond to additional requests for details. These applications will now be closed down, although if residents wish to re-apply they will be reopened. The double entry of applications occurred when transferring the same information into another system. This is no longer necessary with the upgraded system and turnaround times have been reduced to 69 days, the target is 56 days.

Further to questions from the sub-committee, Councillor Kabir Ahmed and Karen Swift;

- **Explained** that phase one improvements include an online housing register application process, a streamlined queuing system, more translation services. The service has launched the implementation of online customer signatures, so residents do not have to visit the Town Hall and face to face options for those facing emergency situations.
- **Clarified** that further staff training and support is necessary to ensure they understand the needs of residents facing complex housing issues.
- **Acknowledged** that some customers feel more comfortable conversing with Councillors at ward surgeries rather than Officers. Although customer questionnaires are provided to inform staff of their customer experience, consideration will be given to provide surveys specifically for the Residents Hub customers.

The Housing and Regeneration Sub-Committee **RESOLVED**;

1. That the presentation be noted.

#### 4.4 SCRUTINY CHALLENGE SESSION REPORT & RECOMMENDATIONS REVIEW

Paul Burgess, Strategy and Policy Officer provided reflections on the scrutiny challenge session, which took place on 26 March 2024 and then requested approval to submit the report to the Mayor, Cabinet and Tower Hamlets Housing Forum (THHF) for executive response to the five recommendations;

##### Recommendation 1:

RSSC and key stakeholders to ensure Registered Providers (RPs) are invited to attend more committee meetings by conducting regular spotlight session at every Housing Scrutiny Sub-Committee meeting and inviting RPs to attend when their RP is being discussed

COMMITTEE, 13/05/2024

Recommendation 2:

Build in training provision and develop Committee Members with analysing performance data.

Recommendation 3:

Invite Residents to give evidence at Housing Scrutiny SubCommittee adding value and making committee meetings more robust.

Recommendation 4:

HRSSC to review the management of council's own housing stock and ensure it is being well managed.

Recommendation 5:

HRSSC to work with stakeholders and ensure the council maximises its powers to improve the standards and the services housing providers give to residents.

Both co-opted Members requested minor amendments to the report, as Mahbub Anam was not noted as present and Susanna Kow's sub-committee details were not stated.

The Housing and Regeneration Sub-Committee **RESOLVED**;

1. That the report will be submitted to the Mayor, Cabinet and THHF for an executive response to the recommendations.
2. That the presentation be noted and recommendations **APPROVED** subject to minor amendments noted at this meeting.


**5 ANY OTHER BUSINESS**

None.

The meeting ended at 8:53pm

Chair, Abdul Mannan

Housing and Regeneration Scrutiny Sub Committee

<p>Non-Executive Report of the:</p> <p><b>Housing and Regeneration Scrutiny Sub-Committee</b></p> <p>24<sup>th</sup> June 2024</p>	 <p><b>TOWER HAMLETS</b></p>
<p><b>Report of:</b> Karen Swift, Director of Housing</p>	<p><b>Classification:</b> Unrestricted</p>
<p><b>Update on progress toward 1000 affordable houses per year target</b></p>	

<b>Originating Officer(s)</b>	Paul Burgess, Corporate Strategy and Communities
<b>Wards affected</b>	All wards

## Summary

This cover report accompanies the presentation on the update on progress toward 1000 affordable houses per year target.

## Recommendations:

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

1. Review the presentation topic to help inform the Housing and Regeneration Scrutiny Sub-Committee discussion.

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# Affordable Housing Targets

Housing And Regeneration Scrutiny Sub  
Committee

24th June 2024



# Introduction



- Staff in Housing & Regeneration from Planning & Building Control, Housing Supply and Capital Delivery are all working towards the Mayor's target of delivering 4000 new affordable homes between 2022-2026.
- This presentation updates O&S on progress against that target.
- It illustrates a changing economic position which is making delivery more challenging
- Looks at both private sector delivery and council led house building
- It explains what we are doing and/or proposing to try to address this challenge



# Progress 2022-24



# Completions Over Past Five Years



	London Plan Target	TH Completed Units (All Types)	Completed Affordable Units
2019-20	3931	4,097	1005
2020-21	3931	3,258	622
2021-22	3473	3,571	986
2022-23	3473	3,486	689
2023-24	3473	1,113	459

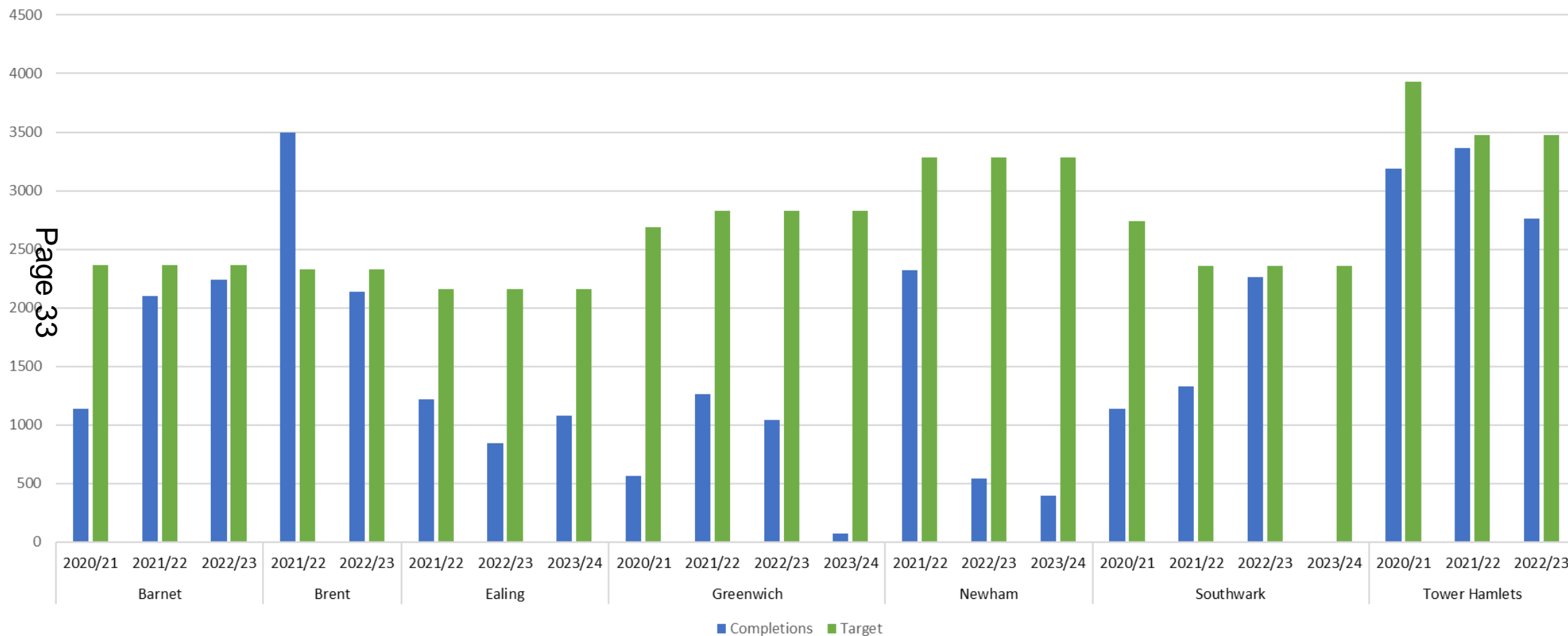




# All Housing Delivery Across London 2020/21 to 2023/24



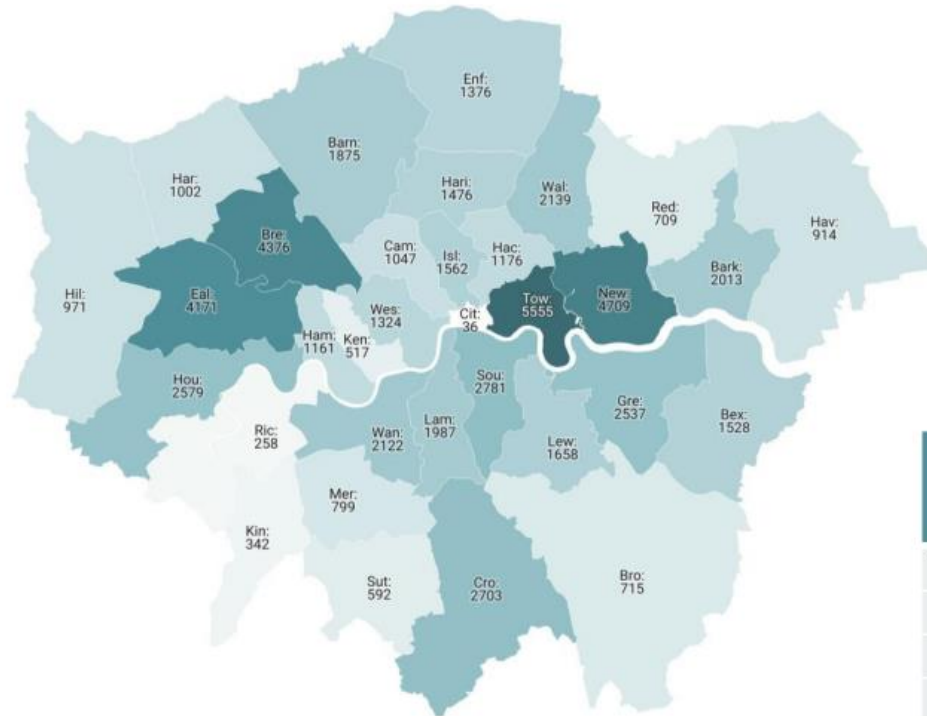
Boroughs with highest housing delivery targets vs Actual completions



# Affordable Housing Completions



## AFFORDABLE HOUSING COMPLETIONS 2016-17 TO 2022-23



Top five boroughs	Completions
Tower Hamlets	5,555
Newham	4,709
Brent	4,376
Ealing	4,171
Southwark	2,781

Map: Scrutiny Research Unit • Source: GLA Affordable Housing Statistics • Map data: © Crown copyright and database right 2018 • Created with Datawrapper

Source: [GLA Affordable Housing Statistics](#)



# GLA Affordable Housing Delivery – What & How?



The Greater London Authority (GLA) define affordable housing for the purpose of recording delivery as:

- Affordable Rent, Social Rent and Intermediate tenures such as shared ownership. All these count towards delivery targets. Affordable student accommodation is also counted towards targets at a ratio of 2.5 \* student units = 1 Affordable Housing Unit.
- GLA data for completions include self-contained homes (flats/houses) including new build development and conversion, rooms in purpose built shared accommodation (e.g. student accommodation / co-living )



# LBTH Affordable Housing Delivery – What & How?



The council defines affordable housing for the purpose of recording delivery as:

Affordable Rent, Social Rent and Intermediate tenures such as shared ownership. All these count towards delivery targets. Affordable student accommodation is also counted towards targets at a ratio of 2.5 \* student units = 1 AHU.

For housing completion counting the Council includes self-contained homes (flats/houses) through new build development and conversion.

**The council's quoted completion figures here do not include student accommodation**



# Affordable Housing - Delivery



Affordable Housing delivery happens in two main ways:

- a. From private development and S106 agreement
- b. Council Led direct delivery

The figures provided here reflect a combination of both these approaches



# Annual Delivery Plan – Target

Reference	Measure	Target	2022-23 Output	2023-24 Output
KPI 009	Number of affordable homes delivered*	1,000	689 (585 reported at Q4 )	459**

Page 38

\*What we include here are developments where completion certificates have been issued and then recorded by Building Control

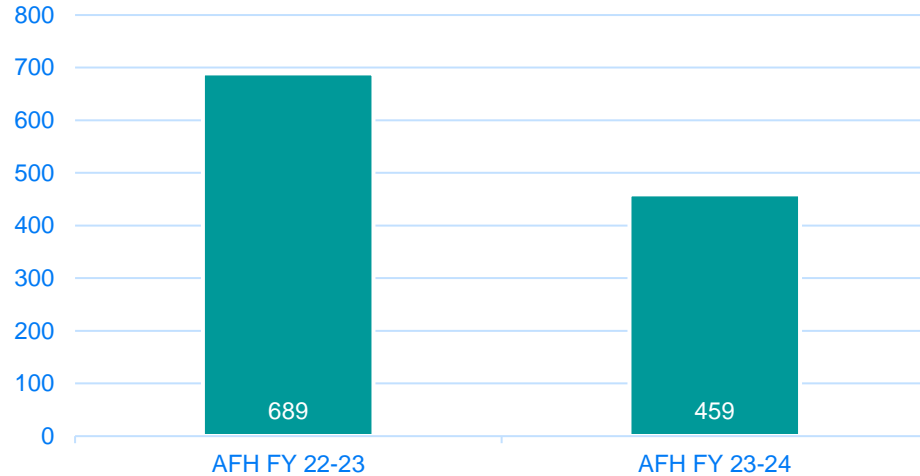
\*\* This figure may increase when we receive completion certificates after our monitoring period



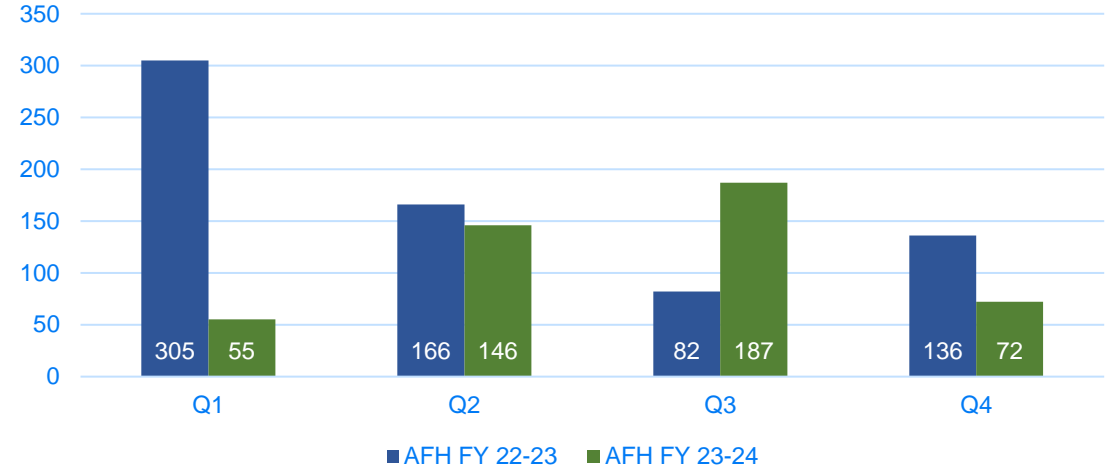
# Affordable Housing Delivery Status



All AFH units



AFH Units by FY and Quarter



All Affordable Units by Quarter and FY

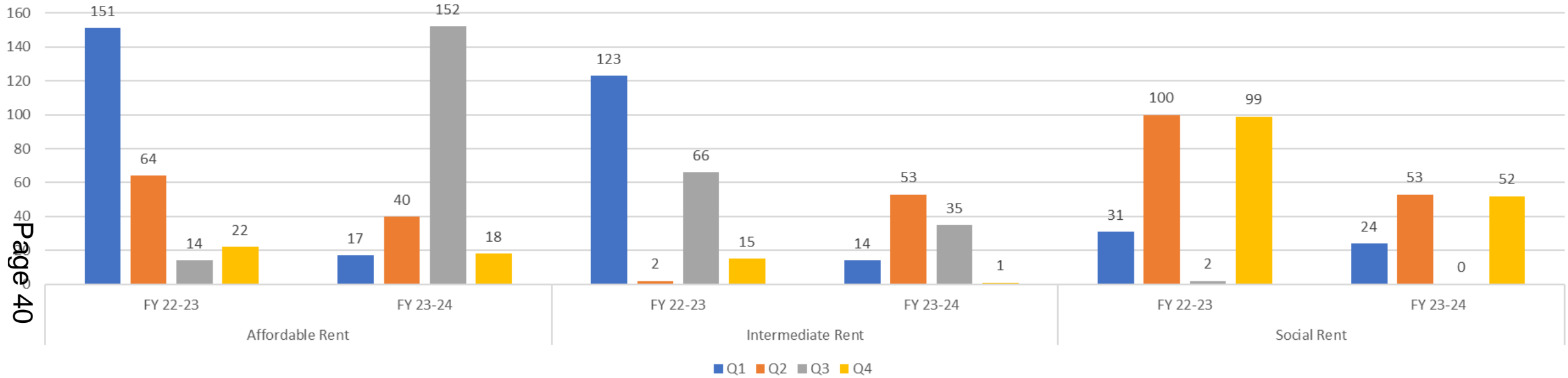
	Q1	Q2	Q3	Q4	Grand Total
<b>AFH FY 22-23</b>	305	166	82	136	689
<b>AFH FY 23-24</b>	55	146	187	72	459



# Affordable Housing Delivery Status



AFH Units by Tenure and Quarter



Page 40

	Affordable Rent		Intermediate Rent		Social Rent	
	FY 22-23	FY 23-24	FY 22-23	FY 23-24	FY 22-23	FY 23-24
<b>Q1</b>	151	17	123	14	31	24
<b>Q2</b>	64	40	2	53	100	53
<b>Q3</b>	14	152	66	35	2	0
<b>Q4</b>	22	18	15	1	99	52





# Challenges 2024-26



# Affordable Housing Delivery- Challenges 1.



Housing delivery is struggling across the board:

- Nationally, housing starts (across all tenures) fell by 24% in Q1 2024, compared to the same time last year, continually leading to a shortfall in supply<sup>1</sup>.
- Affordable completions as part of the Governments Affordable Housing Programme, is expected to miss its target of 180,000 new homes, as well as its (2022) revised downgraded target of 157,000 new homes. Cost inflation, labour and material supply issues all cited as key issues<sup>2</sup>.



# Affordable Housing Delivery- Challenges 2



- In London, all Boroughs are experiencing a steep decline in starts. With 67 scheme across London previously listed as 'under construction, now halted, 4 of these schemes are in LBTH and account for 2,016\* units. This is the highest number of units from these schemes across London<sup>3</sup>
- Nationally, housing completions fell by 12% in Q1 2024 (notably private completions are down by 22%), compared to the same time last year

Page 43

1. [Savills, Housing Supply Update, May 2024](#)

2. Ibid

3. [Molior, Quarterly Report, April 2024](#)

4. Ibid [1]



# Affordable Housing Delivery- Challenges 3

Data from **Molior** reports on sites across London providing 20+ units. This indicates 30 such sites in Tower Hamlets are under construction, which have a combined potential to deliver 9064 units when complete, of which 2519 would be affordable. Map 1 on the next slide indicates where this construction activity is taking place.

Page 44

**Molior** also informs us that a number of sites have stalled where previously construction was being undertaken. There is no detail about why construction has halted but this is likely to be a combination of factors

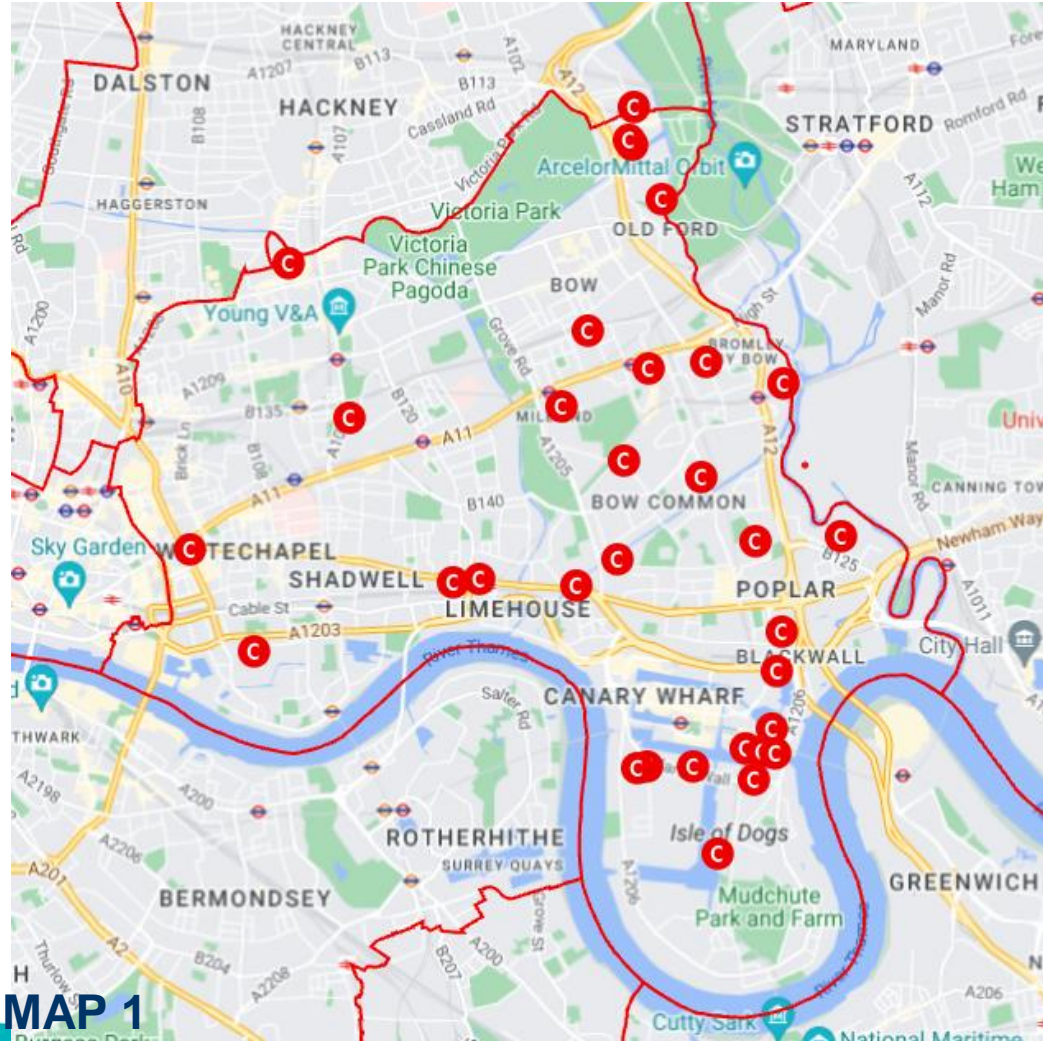
Our own data informs us that there can be significant variance in the time taken from approval to completion (can be many years).



# LBTH Affordable Housing Delivery Challenges



Page 45



MAP 1

	Under Construction Sites	Under Construction - Halted Part Built	Under Construction - Private On Hold
<b>Total Permitted Units</b>	12501		
<b>Number of Sites</b>	30	10	5
<b>Total Outstanding Units</b>	9064	2367	687
<b>Total Outstanding Affordable Units</b>	2519	964	580



# Affordable Housing Delivery- Challenges. Why?



- Registered Providers reducing new development commitments to prioritise investment in existing homes. as the sector grapples with the need to spend money on issues such as damp and mould, retrofit and post-Grenfell building safety.
- Construction costs are forecast to rise by 15% over the next 5 years, with construction output contracting by 3.2% in 2024, before returning to growth<sup>5</sup>.
- The Construction Industry Training Board (CITB)<sup>6</sup> notes that labour supply is impacting construction industry. Factors such as Brexit, younger people training/upskilling and flexible work arrangements all factors impacting labour within the construction industry.
- Registered Providers are reducing their forecast development plans and investment in new stock, because of economic uncertainty. Costs of investment in new stock is also a factor in affordable low levels of delivery.
- Affordable housing delivery is often phased at the start of the development cycle.

5. [BCIS, Building Forecasts, March 2024](#)

6. [CITB, Skills and Mobility in the Construction Sector Report, 2022](#)



# Responding to Challenges 2024-26



# Addressing Housing Delivery Challenges – Planning Position



- The planning service does not directly deliver housing but enables through the planning process.
  - Its role is to plan for housing (and infrastructure to support housing ) and facilitate a supply of housing, through planning permissions, so others can build and deliver-developers. Registered Providers or the Council
- There are **30** sites in the Borough where construction is currently taking place that will eventually deliver **2,519** affordable homes, including some sites in the Council's own delivery programme.
- In addition, there are 4 sites where construction has halted that accounts for 2,016\* units of which just under 600 are affordable units.
  - There are a further 9629 homes in live applications(major) under current consideration (2766 affordable units) .
  - The pipeline of supply through the planning process is not the main challenge although it remains important to keep that supply as high as possible.





# Addressing Housing Delivery Challenges – Planning Actions



- Proactive engagement with Registered Providers to understand their regeneration ambition and pipeline and how the council can assist
- Proactive engagement with developers and landowners with planning permissions to track progress on delivery and build a better picture of challenges to delivery and help respond, if possible, through appropriate action.
- Holding developer engagement sessions to improve market intelligence around housing delivery, including accurate notification of tenure change proposals.



# Addressing Housing Delivery Challenges – Planning Actions



- Developing a 'fast track' dedicated planning service for council and major private housing schemes committed to delivery, to bring more efficiency into the planning process and thus expedite delivery.
- Holding a Developers Forum in Summer 2024 with focus on Housing Delivery to explore issues, concerns, opportunities to accelerate delivery and where the local authority can assist.
- Emerging Local Plan (housing) policies seek to-increase the affordable housing policy requirement from 35% to {40%(subject to consultation and evidence)} for new development.
- Improvements to the services internal data collection, intelligence and analysis of housing numbers including consents, starts and completions. This includes the GLA's annual starts and completions process and dialogue with the development sector.

Page 50



# Addressing Housing Delivery Challenges – Council Led Housing



The council is increasingly active and ambitious when it comes to its own council house building programme:

- Direct Delivery – Number of homes delivered by the Council:
  - Last financial year (23/24) = 207
  - This financial year (24/25) = 113
  - Next financial year (25/26) = 151
- Developed an acquisitions programme to secure current market homes as affordable. Cabinet to agree a programme for up to 600 new Council Homes.
- Securing Development Agreements with partners for sites it cannot build out itself to increase delivery. Developers currently bidding on 11 sites to be taken forward.



# Summary



# Affordable Housing Delivery- Summary



- In the current economic climate success in meeting this target is difficult to predict as delivery at scale is primarily led by the private sector.
- Page 53
- Our own supply side systems are working, and we are putting in additional measures to accelerate those who want to deliver quickly in the private sector and supporting the council led housing programme to deliver at pace
- In addition, we are implementing improvements and building capacity that it is hoped improve data collection at pace, sector intelligence and forecasting will also enable the Council to provide a more accurate picture of how we are able to meet the target.



# Affordable Housing Delivery- Summary

- We are a Borough that has historically delivered record numbers of homes and especially affordable homes
- Over the last two years this has slowed, and we have delivered 1,148 units between 2022 –2024, 43% below the 2000 target.

Page 54 Progress has been slow as housing delivery nationally and in London has dipped significantly reflecting macro-economic factors and a wider industry slow-down.

- We are responding to these challenges and will continue to develop ways of engaging the market, working with developers, accelerating the rights schemes through the planning process and working to help the council realize its ambitions for its council house building programme.



Non-Executive Report of the: <b>Housing and Regeneration Scrutiny Sub-Committee</b> 24 <sup>th</sup> June 2024	
<b>Report of:</b> Michael Killeen, Director – Housing Asset Management	<b>Classification:</b> Unrestricted
<b>Update of Major Works Programme</b>	

<b>Originating Officer(s)</b>	Paul Burgess, Corporate Strategy and Communities
<b>Wards affected</b>	All wards

**Summary**

This cover report accompanies the presentation on the housing capital programme update.

**Recommendations:**

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

1. Review the presentation topic to help inform the Housing and Regeneration Scrutiny Sub-Committee discussion.

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# Housing Capital Programme Update

For Housing and Regeneration Scrutiny  
Sub-Committee 24/06/24



# Capital Programme Spend 2023/4



- Original Budget £26.368m
- Mid – year revision to budget £20.073m (due to lower volume of work)
- Outturn position £21.097m
- Slippage £4m – carried forward to 24/5



# Expenditure 2023/24 Summary



THH CAPITAL BUDGETS 2023/24 - YTD SPEND				
PROGRAMME	2023/24 BUDGET	YEAR TO DATE		
		BUDGET YTD	ACTUAL SPEND YTD	VARIANCE YTD
	£000	£000	£000	£000
<b>Housing Capital Programme</b>				
Major Works	4,409	4,409	4,955	546
Fire Safety	2,273	2,273	2,197	76
Mechanical & Electrical	5,041	5,041	5,625	584
Safety Works	2,451	2,451	2,467	16
<b>Total Property Services</b>	<b>14,174</b>	<b>14,174</b>	<b>15,244</b>	<b>1,070</b>
Other Capital Costs	343	343	256	86
Compliance/SCS Surveys	-	-	-	-
Contingency	-	-	-	-
Professional Fees	2,366	2,366	1,264	1,103
<b>Total Property Services including Professional Fees</b>	<b>16,883</b>	<b>16,883</b>	<b>16,764</b>	<b>119</b>
Housing Repairs Service	3,190	3,190	4,332	1,142
<b>Total THH Housing Capital Programme</b>	<b>20,073</b>	<b>20,073</b>	<b>21,097</b>	<b>1,024</b>



# What work was delivered (part 1)



- 5,042 dwellings received electrical tests and fitted with 3 smoke alarms and 1 heat detector (Fire Safety)
- 355 individual domestic boiler replacements (better energy efficiency/ cheaper for residents to run)
- 380 dwellings received new fire doors (Fire Safety)
- 53 new kitchens were installed (excluding void works)



# What works were delivered (part 2)



- 24 street properties received window, roof renewals and external decorations
- 7 new bathrooms were installed (excluding void works)
- 5 new communal boiler plant rooms (15 new boiler modules)
- 4 blocks received upgraded Risers and Lateral Mains (H & S)

Page 61



# What works were delivered (part 3)



- 3 other blocks received security and fire safety works
- 2 new lifts installed at Bentworth Court.
- Significant concrete repairs to blocks e.g. Hadleigh House, Hollybush House



# Resident Satisfaction



Independent Surveys undertaken by KWEST showed:

- Overall satisfaction – 84.6%
- Quality and standard of work – 85.4%
- Fire Door installations – 83% satisfied with overall experience and quality and standard of work



# Challenges faced – External market conditions



- Substantial increases to material and labour costs
- Contractors claiming rates agreed do not cover increases
- Led to little no interest from contractors to deliver certain works  
– e.g. kitchens and bathroom schemes





# Challenges faced – new legislative requirements



- Building Safety Act – aim is to ensure design first / then build
- Since Nov '23 – all buildings over 18m need to be registered with Building Regulator
- Works to these buildings now subjected to new Gateway Assessments - required at stages of a project:
  - Gateway 1- Pre-Planning Approval (before work can commence)
  - Gateway 2 – Building Control approval (by Building Regulator)
  - Gateway 3 – Works Completed and signed off



# Impact of new legislation



- Tower Hamlets has 77 buildings that meet the criteria for Gateway Assessments
- Early experience of dealing with Building safety Regulator – capacity issues when progressing applications causing:
  - Longer lead in periods for getting projects on site
  - Delays with existing projects



# Challenges faced – complex project delays



- Latham House – works estimated £4m
  - Project subject to increased specification for Building Safety / Fire Safety incorporating sprinkler systems and additional risk reduction to meet regulatory requirements
  - Process for specialised surveys to determine improvements
  - Project procurement route and resources being finalised.
- Orion House – works estimated £5m
  - Originally in programme
  - Specification of work now focused on fabric of building and safety subject to specialised surveys to meet current regulatory requirements
  - Now subject to Gateway process
- Impact of delays – contributed to reduced volume of work delivered



# Capital Programme 2024/5



## Programme priorities:

- Making our housing safe for residents (Fire Safety and Decent Homes)
- Fabric 1<sup>st</sup> approach
- Energy efficiency (cost of living) – communal and domestic heating, double glazing, roof renewals with improved insulation



# Capital Programme Budget 2024/5



- 2024/5      £20m
- 2025/6      £25m
- 2026/7      £30m
- £10m over 3 years to fund prioritised work including building safety/ fire safety works, improvements to communal heating
  
- Total budget over 3 years      £85m



# Capital Programme 2024/5



- Review of existing contracts arrangements for delivery of Capital Programme works is currently underway
- Resetting Asset Management Strategy
- Will be looking at range of different approaches on project-by-project basis



# Improvements to management of capital programme



- LBTH has invested in the creation of a Housing Risk Team to:
  - To improve our understanding of the housing stock
  - Enable the right investment decisions
- LBTH has invested in Asset data and information to inform future programme
- Work underway to improve the way we track the capital programme – providing better visibility and early warnings to help prevent future delays with projects



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