Introducing Tower Hamlets Homes

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About THH

• Council-owned arms length company (ALMO)
• Established in 2008
• Responsible for:
  o Repairs
  o Tenancy and leasehold management
  o Collecting rent and service charges
  o Caretaking
  o Anti-social behaviour
  o Major works
About THH

Thriving, safe and sustainable neighbourhoods where residents can be proud of their homes, respect one another and realise their potential

• More than just a housing management company
• Manage approximately 21,500 homes – 46% leaseholders
• Board of directors – 4 residents, 4 independents, 4 councillors
• Executive management team plus approximately 500 staff
• Achievements in last two years include:
  
  o 87% overall satisfaction with services, our highest ever
  o 92% satisfaction with repairs
  o 86% satisfaction with caretaking
  o All fire risk assessments up to date and started fire safety works programme
  o Introduced on-line services
A bit about THH

- Achievements in last two years include:
  - Improved responsiveness to Councillors Enquiries - in April 18 93% responded to within 10 days
  - Holistic ASB service reduced ASB by 48% in targeted areas
  - Over 5000 residents taken part in community investment initiatives last year including:
    - 800 taking part in training
    - Over 100 apprenticeships
    - 2,000 supported with welfare reform changes – over £1m additional benefit claims supported
18/19 Business Plan

Priorities:

• Continued action against ASB
• Sustained focus on fire safety
• More right first time services
• Increased access to services online
• Improved offer for leaseholders
• Leaseholder subletting
• Support for those impacted by welfare reform
• Stretching improvement targets across all core services
Rising to the challenge

Context
• Savings target
• Modern customer services expectation
• Growing leaseholder portfolio
• Fire safety concerns
• Roll out of universal credit
• Review of management agreement