

Introducing Tower Hamlets Homes

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Housing Scrutiny Sub-committee 3rd July 2018

About THH

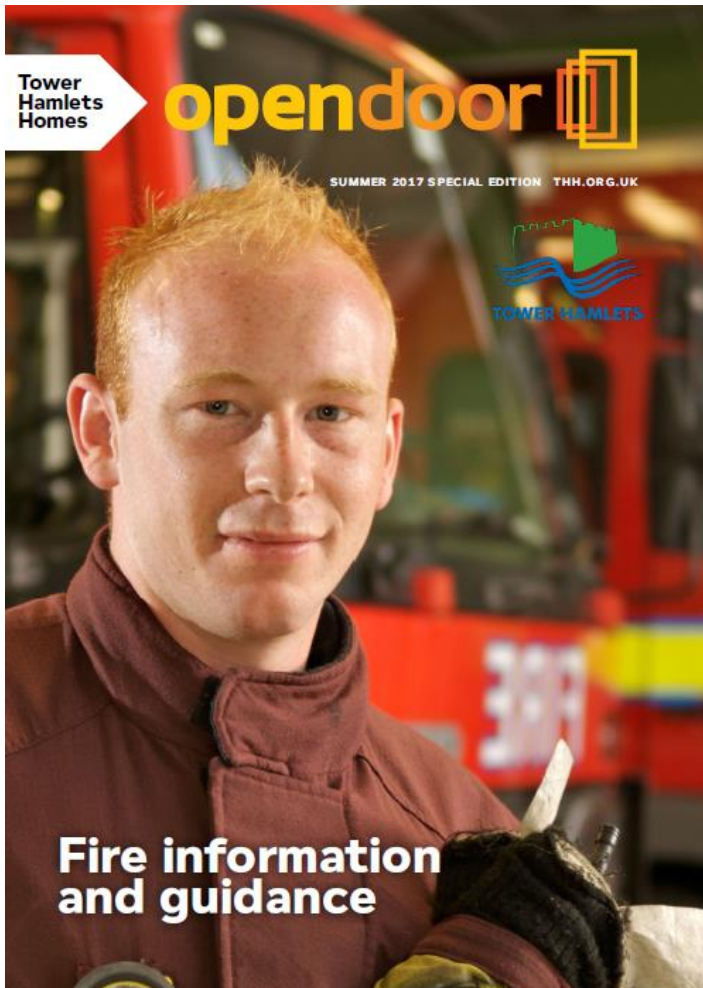
- Council-owned arms length company (ALMO)
- Established in 2008
- Responsible for:
 - Repairs
 - Tenancy and leasehold management
 - Collecting rent and service charges
 - Caretaking
 - Anti-social behaviour
 - Major works



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:
 - 87% overall satisfaction with services, our highest ever
 - 92% satisfaction with repairs
 - 86% satisfaction with caretaking
 - All fire risk assessments up to date and started fire safety works programme
 - Introduced on-line services

- 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



Priorities :

- Continued action against ASB
- Sustained focus on fire safety
- More right first time services
- Increased access to services on line
- 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