

Appendix Two

RESIDENT CONSULTATION

This appendix summarises the views expressed by residents via email and telephone calls as part of the consultation period in May and June 2019. The views are set out in two sections – concerns and positive recognition

SERVICE CONCERNS

Tenants	Leaseholders	Residents
Repairs Service: When the operatives arrive they either have got the wrong tools and, sometimes the wrong person has arrived. The jobs are “not always completed on first visit”.	The THH extension requires wider consultation rather than the focus/seminar group held with Altair and the letters sent out to all residents by the Mayor inviting comments.	Parkview Estate: poor delivery of the major works programme and in parts works not completed.
The ALMO structure is difficult for tenants/residents. The double layer of governance means that THH are able to say "we need to consult with the landlord", LBTH. Tenants and residents cannot speak to the landlord so can't move things forward.	General poor customer service and leaseholders feel they are overpaying for services. THH staff are viewed as rude and unhelpful and unwilling to help.	Major works bill are too high and there is a feeling of being ripped off by THH.
Dealing with THHs and their Contractors caused serious stress to the point where one resident had to seek counselling support.	Annie Besant Close: Repeatedly raised concerns about anti-social behaviour on the street (day and night), including drug dealing, but have not seen any support for THH.	THH's 'Here to help' is not a good local service.
Tower Hamlets Homes are not doing their duty to properly maintain a listed building and keep it in acceptable condition for its residents.	Lack of clarity on invoice payments (new invoicing method i.e. in line with the lease) leaseholders are asked to pay up front, but with no start date for the works.	Too many complaints made to THH, but we feel ignored.
Repairs Service: Poor supervision or no supervision from THH on repairs contractors for both day to day and major works including communications between THH and their contractors.	Anne Goodman House: All the works were carried out poorly and no one from THH or the Council came to inspect or check the quality of work that was carried out.	Lack of supporting information behind the increased resident satisfaction.

<p>LBTH proposal to allow THH build new home is not a good idea – to preserve the green spaces; noise and disruption would be experienced by residents; rooftop new build would impact on light; and the Council might sell to private individuals rather than house local people in need.</p>	<p>Fire safety management: A heavy handed approach adopted by THH at Matilda House. Some residents received injunction notices for not allowing THH officers even though London Fire Brigade had attended. Furthermore, THH advice contradicted the recommendations set out by the London Fire Brigade (LFB). The LFB was happy with the fire safety standards in the block.</p>	<p>Poor estate cleaning, permanent caretakers would help to keep the estate better maintained.</p>
<p>There is no Council Estate parking enforcement.</p>	<p>Increasing service charges year on year.</p>	<p>THH staff are appalling and complaints are treated as a joke.</p>
<p>Unauthorised vehicles parking in the street aren't warned or ticketed, especially in the evenings, and repeated calls to the enforcement company (at a high call cost) results in no action or increased patrols.</p>	<p>Lack of adequate communications with THH through emails and phones including providing updates to leaseholders on on-going issues.</p> <p>Lack of transparency on the part of THH when requests are made by leaseholders.</p>	<p>Just one main contact telephone number to get through to THH.</p>
<p>Lack of communications with THH – email direct system to relevant managers/team leaders removed. Notice boards from estates removed. Managers or Senior officers not attending resident association monthly meetings.</p>	<p>Matilda House: Threatening behaviour and bullying from THH staff and lack of general communications and consultation with residents.</p>	<p>Poor level of customer service and generally THH are just useless so bring them back in.</p>
	<p>Annie Besant Close: Repeatedly raised concerns about anti-social behaviour on the street (day and night), including drug dealing, but have not seen any support for THH.</p>	<p>Concerned with the proposal that will allow THH to build new homes.</p>
	<p>Insurance for the block has risen considerably over the last few years.</p>	<p>Resident satisfaction is not increasing.</p>
	<p>The Timetable for capital programme works in particular communal decorations and door entry system keeps moving forward.</p>	
	<p>Matilda House: Lack of effort in maintaining the building.</p>	
	<p>General mistrust by residents and deep dissatisfaction with services provided by THH.</p>	

POSITIVE RECOGNITION

Tenants	Leaseholders	Residents
Very good housing management and lots of improvements in the borough. THH are excellent. Totally support and hope that the Council extend the existing Tower Hamlets Homes management agreement from July 2020.	Staff in the various departments/contact points have without exception been excellent and helpful. THH staff are very fast, responsive and helpful. Handle enquires very well and are very responsive on the phone.	Substantial progress made since 2015 with clear political leadership from both the Mayor and Cabinet Member of the ALMO – Cllr Islam.
Collingwood Estate Tenants and Resident Association: We welcome the Mayor's intention to extend the council's management contract with Tower Hamlets Homes for up to eight years.	As part of the renewal of their contract could you please insist that THH simplify the contact process for users, review/streamline (and speed up) their internal processes substantially and, not least, share the substantial cost benefits via the Council with us?	Cllr Islam has been fully committed to ensuring the ALMO provides an excellent service to residents.
Completely satisfied with the Tower Hamlets services. When an issue arose, THH have been always present and solved it asap.	Lots of progress since 2015, in particular tackling ASB and fire safety.	
Extend the existing Tower Hamlets Homes management agreement up to 2028 is the best option. Please don't take us back to those dark old days!	General satisfaction with the way THH has managed their housing.	
Substantial progress made since 2015 with clear political leadership from both the Mayor and Cabinet Member of the ALMO – Cllr Islam.		
Cllr Islam has been fully committed to ensuring ALMO provides an excellent service to residents.		
The work done and ongoing around Fire Safety is remarkable the speed and efficacy of THH staff is outstanding.		

Resident engagement has improved and there is now a proper meaningful consultation and involvement. The financial health centre is an amazing resource. Caretaking is exceptional and the ASB team is committed.		
Strong leadership at THH has proved the point and long may that continue.		
Moving services back in-house would be too disrupting for the residents.		
THH should continue but they need to be more efficient when it comes to regulating the repairs service.		
THH achieving the National recognition of Landlord of the Year.		
THH are doing a very good job. Please don't repair something that isn't broken - provided it continues to work of course.		